**Yorkshire Housing Role Profile**

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| **Job title:** | Commercial and Residential Property Coordinator | **Leader of others:** | No |
| **Reports to:** | Homeownership Manager/Commercial Assets Manager | **Contract type:** | Fixed Term |
| **Business Area** | Homeownership and Commercial Assets | **Budget holder?** | No |

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| **Job purpose** |
| The Homeownership and Commercial Assets team deliver a range of services across a growing portfolio of properties and customers including privately rent homes, homeowners, commercial tenants and non-residential assets such as garages. This role will work across the team building and developing skills in property management and homeownership services in both a commercial and housing association environment.  You’ll learn to manage and respond to queries from our customers about buying and selling their homes and guide them through the process.  You’ll work with the team to let our privately rented homes and garages. From preparing property adverts to assisting with customer signups and carrying out end of tenancy inspections, you’ll make sure the customer’s journey is seamless.  You’ll manage communication and liaise with external companies and contractors about our commercial arrangements including the payment of invoices, account management and contractual requirements.  You’ll play a key role in making sure we hold accurate records on our customers, our properties and our cases and you will provide essential support to other team members by ensuring that this data is well managed and processed accurately.  Being the first point of contact for any of our customers means you will take ownership of the customer's journey and provide a customer obsessed service from start to finished. |

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| **Key responsibilities** |
| * Ensuring cases and records are kept up to date including but not limited to: data entry, data management, creating and maintaining accurate customer and property records, keeping detailed audit trails across a variety of systems, producing customer friendly information and documentation including sign up packs, welcome packs, information packs and sending out customer correspondence. * Working with the team to meet all targets and KPIs, including targets for customer satisfaction and response times, along with financial targets. * Assisting with the management of our commercial assets which includes our portfolio of garages and any land sale requests. This incudes managing sales requests, investigating land ownership queries and responsibilities and letting our empty garages. * Responsibility to raise, manage and process invoices from External Management Companies ensuring timely processing and payment. * Coordinate raising purchase orders for external suppliers, customers rent, deposit and sundry payment requests ensuring they are completed within the agreed timescale and KPI’s. * Providing support to customers as they buy or sell their home. Guiding them through the journey and providing regular updates along the way. Developing an understanding of the variety of home ownership and affordable homeownership products and how each must be managed. Working with Solicitors and Estate Agents throughout the property transaction. * Working with the team to oversee the end to end lettings process for all rental properties in the portfolio, assuming responsibility for elements of the process including marketing, assisting with property viewings and sign ups and ensuring the customer is kept informed along the way.   As you can imagine, the above might not be all you’ll be responsible for in role so you might be asked to take on some other key responsibilities if they’re suitable for your role. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Eagerness to develop own skills and adapt to change. * Organised with good attention to detail * Good and adaptable communication skills, demonstrating empathy and understanding * Keenness to look for ways to solve problems * Personal values and approach that align with YH’s values * Ability to work flexibly in line with Hub, Home and Roam principles. * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues. |
| **It would be a bonus if you have:** |
| * Interest in property management and property sales |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |