

Yorkshire Housing Role Profile



**Yorkshire
Housing**

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| Job title: | Homeownership Property Expert | Leader of others: | No |
| Reports to: | Homeownership Services Manager | Contract type: | Permanent |
| Business Area | Assets and Sustainability – Homeownership and Market Rent | Budget holder? | No |

Job purpose

Playing a key role in delivering services to our growing portfolio of Homeownership customers you will proactively deal with enquiries from current and future customers and other parts of the business. Ensuring a customer-centric approach, you will resolve specialist queries which impact our homeownership customers and support the delivery of our asset management strategy.

You will be a key support to customers, acting as a specialist in all matters relating to their lease and legal agreement whilst ensuring our assets are protected and income maximized for the organization. You will take ownership of the customer journey ensuring it is recorded and escalated appropriately and playing a key role in coordinating with customer and third-party stakeholders.

You'll create trusting partnership relationships with other areas of the business to improve service for our homeownership customers along with other external parties including solicitor, managing agents and other services as required.

So much more than just managing cases you will be a voice for our homeowners across the organisation in matters that will affect them. With key accountability for increasing customer satisfaction, you will challenge service delivery, contribute and support improvements to ways of working, ensuring VFM for our customers whilst meeting performance metrics along the way.

Key responsibilities

- An expert in your field you understand leases, legal documentation and how to communicate these to customers in the Yorkshire Housing tone of voice without diluting the meaning.
- You will liaise with key stakeholders to ensure consistent approaches are applied throughout the business with regards to managing our homeownership customers.
- Taking total responsibility, you will manage a case load of homeownership specific requests and actions, including resale enquiries, consents and breaches of lease. Keeping the customer up to date along the way and regularly checking in. You will be confident in making decisions and managing disputes.
- Supporting customers you will refer and signpost cases to other teams where relevant, ensuring customers are clear on the handover to a new team.
- Working alongside the Homeownership Account Expert you will monitor service charge expenditure and that services are delivered in line with budget constraints, ensuring our customers are regularly updated on income and expenditure.
- You will ensure maximum recovery of major works and repairs expenditure by effectively managing the Section 20 process and customer consultation.
- Proactively manage staircasing and lease extension transactions you will secure additional income and maximize the potential of our assets whilst ensuring a smooth customer journey.

- Promote customer consultation and involvement as an integral part of overall service delivery
- You will work closely with other internal teams to provide a joined up approach for homeownership, tenancy and place management for all our customers.
- You will be the voice for our homeownership customers across the business in matters that will affect them. Challenging service delivery and contributing to and supporting improvements to ways of working to meeting customer expectations, VFM and performance indicators.
- Representing the wider team work and contribute to projects to meet business requirements when needed.

What you'll bring to the role

The main things:

- Being customer focused or as we say at YH "Customer Obsessed" with a willingness to learn, develop and continuously improve the customer experience.
- The ability to build a trusting relationship with customers, colleagues and partner organisation's.
- Managing challenging situations demonstrating empathy, sensitivity and diplomacy.
- Have a problem-solving mindset and take ownership for resolving queries for our homeownership customers.
- Be able to deliver complex and often complicated messages in a customer friendly way without diluting their important meaning.
- Ability to keep accurate records, work on own initiative and prioritise own workload.
- Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities and cases.
- Ability to gather, record, understand, and analyse data, using manual and electronic systems including Microsoft packages.
- Ability to make the most of technology and data to continuously improve our service to customers.
- Experience of providing advice, guidance, coaching and/or support to others with excellent negotiation skills.
- Organised and self-motivated. Adaptable to a changing and varied workload and able to plan and deliver to agreed timescales, goals and priorities.
- A flexible approach and personal values and approach that align with YH's values
- Be eager to develop your own skills and adapt to change.
- Ability to work flexibly in line with Hub, Home and Roam principles.
- Confident and able to work autonomously and with others as part of a project and/or team.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
- Enable a shift from a reactive to a pre-emptive customer experience
- A full UK driving license, the ability to drive and access to a car for business purposes.

It would be a bonus if you have:

- A good understanding of the social housing sector, specifically homeownership or leasehold management and experience of the rent and service charge setting process
- An appropriate and relevant qualification e.g. in Leasehold Management, Property or Housing Management

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.