



## Job Description

**Job Title:** Home Ownership Officer

**Responsible to:** Home Ownership Manager

**Purpose of Job:**

- To play a key role in managing the relationship between Hastoe and its leaseholders, shared owners and freeholders.
- To ensure compliance with leases, legislation, and internal policies, while supporting residents with advice and managing a range of property and legal matters.
- To assist the Home Ownership Manager in delivering a high-quality service to homeowners, ensuring compliance with leases, legislative requirements, and Hastoe policies.

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**Key areas of responsibility:**

**Homeownership Management:**

1. Act as the main point of contact for leaseholders and shared owners, dealing with queries related to leases, service charges, and homeownership policies.
2. Manage statutory and voluntary lease extensions and collective enfranchisement applications, liaising with legal teams and valuers as needed.
3. Oversee the disposal of leasehold and freehold assets, ensuring compliance with relevant procedures and regulations.
4. Address ground rent issues, including billing and lease compliance.
5. Assess and process leaseholder requests for alterations or improvements to their homes in accordance with lease terms and planning/building regulations.
6. Manage Shared Ownership staircasing in line with the shared owners lease and current legislation.
7. Maintain accurate records of all leaseholder and shared ownership agreements.
8. Provide advice and guidance to homeowners on their rights and responsibilities under the terms of their lease.



9. Work with the Home Ownership Assistant where necessary on resales and other administrative queries
10. Assist the Home Ownership Manager in reviewing and developing policies and procedures related to homeownership services.

### **Legal Administration**

11. Prepare cases for legal action including injunctions, money judgments, and forfeiture where necessary, and represent the organisation at court or tribunal hearings.
12. Support the Homeownership Assistant with the enforcement of debt recovery actions in compliance with legal frameworks and internal protocols.
13. Ensure all leaseholders and shared owners comply with the terms of their leases.
14. Work with the Home Ownership Manager to manage any disputes or legal matters, including liaising with solicitors where necessary.
15. Investigate and resolve breaches of lease conditions, working with internal and external partners to achieve timely resolution.
16. Manage Section 20 consultations for major works, ensuring adherence to legal frameworks.
17. Keep up to date with changes in housing law, particularly those that affect leaseholders and shared ownership schemes.

### **Service Charges and Income Collection:**

18. Investigate and respond to queries regarding service charges, ensuring that these are dealt with promptly and fairly.
19. Liaise with finance teams in preparing the service charge estimates and actuals.
20. Support finance teams with the setting of Sinking Fund contributions.
21. Support the Homeownership Assistant with complex case queries relating to income recovery.

### **Customer Service and Stakeholder Engagement:**

22. Deliver excellent customer service, ensuring all queries are handled effectively and professionally.



23. Attend resident meetings and consultations to ensure effective communication with leaseholders and shared owners.

24. Liaise with internal departments such as repairs, planned maintenance, finance, and housing management to ensure a seamless service for homeowners.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



## Person specification

Attributes	Essential	Desirable
<b>Education and Training</b>	<ul style="list-style-type: none"><li>• Educated to A-Level.</li><li>• Willingness to study for a professional qualification in housing, property management, or a related field (e.g., CIH or IRPM membership), where this isn't already held.</li></ul>	<ul style="list-style-type: none"><li>• Professional qualification in housing, property management, or a related field (e.g., CIH or IRPM membership).</li></ul>
<b>Skills and Experience</b>	<ul style="list-style-type: none"><li>• Proven experience in housing management, particularly in dealing with leaseholders and shared ownership schemes.</li><li>• Experience of dealing with service charges and responding to queries.</li><li>• Familiarity with Section 20 consultations, lease extensions and property law related to leasehold management.</li><li>• Experience of providing high-quality customer service in a challenging environment.</li><li>• Strong understanding of leasehold and shared ownership schemes, including the legal frameworks surrounding them.</li><li>• Experience managing leasehold cases including legal enforcement.</li><li>• Excellent written and verbal communication skills with the ability to explain complex information clearly.</li><li>• Ability to interpret leases, contracts and housing legislation.</li><li>• Strong organisational skills with the ability to manage multiple tasks and prioritise effectively.</li><li>• IT proficient, including knowledge of Microsoft Office</li></ul>	<ul style="list-style-type: none"><li>• Previous experience working within a Registered Provider of Social Housing.</li><li>• Knowledge of housing law, including landlord and tenant legislation.</li></ul>



	and housing management software.	
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• <b>Customer Inspired:</b> A positive approach to customer service (for both internal and external customers).</li><li>• <b>Open and Transparent:</b> Able to listen, learn and improve.</li><li>• <b>Professional:</b> Able to take ownership of your actions and cope well under pressure.</li><li>• <b>Passionate:</b> Able to go the extra mile to find solutions and meet deadlines.</li><li>• <b>Enterprising:</b> Willing to seek new learning experiences.</li><li>• Strong customer service focus with a commitment to delivering high standards.</li><li>• Attention to detail and accuracy.</li><li>• Problem-solving skills and a proactive approach to resolving issues.</li><li>• Ability to work independently and as part of a team.</li><li>• Flexible and adaptable to change, with a willingness to learn and develop in the role.</li></ul>	
<b>Personal Circumstances</b>		<ul style="list-style-type: none"><li>• Full valid UK driving licence.</li></ul>