



Job Description

Job Title: Homeownership Assistant (part time)

Responsible to: Homeownership Manager

Purpose of Job:

- To provide essential administrative and operational support to the Homeownership team, helping to ensure efficient and effective service delivery to leaseholders, shared owners, and freeholders.
- To be responsible for managing key processes and correspondence related to leasehold, shared ownership and freehold management, as well as income collection, and customer engagement.
- To help Hastoe meet its commitments to residents and maintain positive relationships.

Key areas of responsibility:

Team Support/Administration:

1. Prepare and issue management and welcome packs for property sales, liaising with solicitors and internal teams to ensure timely responses.
2. Maintain accurate records of all leaseholder and shared ownership agreements.
3. Offer day-to-day administrative support to the wider homeownership team, assisting with meeting coordination, reporting, and document management.
4. Manage general inboxes, respond to customer queries, and carry out routine administrative duties such as scanning, filing, and data entry.
5. Assist the Homeownership Manager in reviewing and developing policies and procedures related to homeownership services.

Service Charges:

6. Investigate and respond to queries regarding service charges, ensuring that these are dealt with promptly and fairly.
7. Liaise with finance teams in preparing the service charge estimates and actuals.



Income Collection

8. Ensure that rent, service charges and ground rents are effectively recovered from shared owners and leaseholders, up to and including court action where necessary.
9. Administer recovery processes for arrears such as major works contributions, court costs, and rechargeable repairs.
10. Review and monitor any repayment plans
11. Set up, amend, and monitor Direct Debit instructions for leaseholders and shared owners, ensuring accurate and timely collection of payments.
12. Provide aging debt reports for the Homeownership Manager

Compliance and Legal Matters:

13. Process legal notices related to property ownership changes and mortgage charges, maintaining accurate records.
14. Support with Section 20 consultations for major works, ensuring adherence to legal frameworks.
15. Work with the Homeownership Officer/Manager to manage any disputes or legal matters, including liaising with solicitors where necessary.
16. Provide administrative assistance on complex homeownership cases, including legal and enforcement proceedings, under the direction of the Homeownership Officer/Manager.
17. Keep up to date with changes in housing law, particularly those that affect leaseholders and shared ownership schemes.

Customer Service and Stakeholder Engagement:

18. Deliver excellent customer service, ensuring all queries are handled effectively and professionally.
19. Attend resident meetings and consultations to ensure effective communication with leaseholders and shared owners.
20. Liaise with internal departments such as repairs, 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
Education and Training	<ul style="list-style-type: none">• Minimum of GCSEs (or equivalent) in English and Mathematics.	<ul style="list-style-type: none">• Professional qualification in housing, property management, or a related field (e.g., CIH or IRPM membership).• 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.
Skills, knowledge and Experience	<ul style="list-style-type: none">• Proven experience in housing management.• Experience of dealing with service charges and responding to queries.• Familiarity with Section 20 consultations, lease extensions, and property law related to leasehold management.• Experience of providing high-quality customer service in a challenging environment.• Good understanding of leasehold and shared ownership schemes, including the legal frameworks surrounding them.• Excellent written and verbal communication skills with the ability to explain complex information clearly.• Strong organisational skills with the ability to manage multiple tasks and prioritise effectively.• IT proficient, including knowledge of Microsoft Office and housing management software.	<ul style="list-style-type: none">• Previous experience working within a Registered Provider of Social Housing.• Knowledge of housing law, including landlord and tenant legislation.• Experience in dealing with leaseholders and shared ownership schemes.• Knowledge of welfare benefits, housing benefit, Universal Credit, income and debt recovery• Ability to interpret leases, contracts, and housing legislation.
Personal Attributes	<ul style="list-style-type: none">• Customer Inspired: A positive approach to customer service	



	<p>(for both internal and external customers).</p> <ul style="list-style-type: none">• Open and Transparent: Able to listen, learn and improve.• Professional: Able to take ownership of your actions and cope well under pressure.• Passionate: Able to go the extra mile to find solutions and meet deadlines.• Enterprising: Willing to seek new learning experiences.• Attention to detail and accuracy.• Problem-solving skills and a proactive approach to resolving issues.• Ability to work independently and as part of a team.• Flexible and adaptable to change, with a willingness to learn and develop in the role.	
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