



Job description

Job title: Home Ownership Team Leader

Responsible to: Home Ownership Manager

Responsible for: Home Ownership Assistant

Purpose of the post:

- 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 supervise and act as a deputy to the Home Ownership Manager as required.

Key areas of responsibility:

1. Providing expert advice and support to the Homeownership Officer and Homeownership Assistant in responding to leaseholder and shared owner queries, including statutory and voluntary lease extension, deeds of variation, collective enfranchisement and the assessment and processing of requests for improvements in line with lease terms and planning/building regulations.
2. Maintaining accurate and audit-ready records, including leaseholder and shared ownership agreements, case logs, consultation registers, Section 20 trackers, and KPI dashboards.
3. Assisting the Home Ownership Manager in reviewing and developing policies and procedures related to homeownership services.
4. Supporting consultation with residents, RMCs, and RTM companies to promote transparency and proactive engagement.
5. Attending resident drop-in days, scheme inspections and consultations where necessary.
6. Managing legal action and enforcement, including preparing cases for injunctions, money judgments and forfeiture, representing the organisation at court or tribunal where required, and enforcing debt recovery actions in line with legal frameworks and internal protocols.
7. Ensuring lease compliance and resolving breaches, working with the Home Ownership Manager, solicitors and internal and external partners to investigate breaches of lease conditions, manage disputes, and achieve timely, fair and legally compliant resolutions.



8. Overseeing statutory and access requirements, including managing Section 20 consultations, third-party access and right-of-access requests, ensuring all processes adhere to legal and regulatory frameworks.
9. Maintaining legislative and policy compliance, keeping up to date with housing and leasehold legislation and ensuring all activity complies with relevant laws, regulatory standards and internal policies.
10. Identifying, escalating and mitigating risk, proactively identifying legal, financial, reputational and building safety risks, escalating issues appropriately and proposing effective mitigation measures.
11. Managing service charge queries, ensuring issues are handled promptly, fairly and in line with lease terms and organisational policy.
12. Working closely with finance teams to support the preparation of service charge estimates and actuals, and the setting of reserve fund contributions and direct debits.
13. Overseeing arrears management and income recovery, including handling complex cases and providing advice and escalation support as required.
14. Addressing ground rent matters, including billing, compliance with lease requirements and responding to related queries.
15. Liaising 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
Education and training	<ul style="list-style-type: none"> • Minimum of A-level or equivalent qualifications. GCSE (or equivalent) in English and Mathematics. • Willingness to study for a professional qualification. Minimum level 3 CIH (Chartered Institute of Housing). 	<ul style="list-style-type: none"> • CIH accredited qualification.
Skills and experience	<ul style="list-style-type: none"> • Proven experience in housing management, particularly in dealing with leaseholders and shared ownership schemes. • Experience of dealing with service charges and responding to queries. • Familiarity with Section 20 consultations, lease extensions, alterations, variations, income recovery, management packs and property law related to leasehold management. • Experience of providing high quality customer service in a challenging environment. • Strong understanding of leasehold and shared ownership schemes, including the legal frameworks surrounding them. • The ability to understand and interpret leases and freehold agreements. 	<ul style="list-style-type: none"> • Previous experience working within a Registered Provider of Social Housing.
Personal qualities	<ul style="list-style-type: none"> • Customer Inspired: A positive approach to customer service (for both internal and external customers). • 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. • Strong customer service focus with a commitment to delivering high standards. • Ability to perform a whole range of housing management and administrative tasks. • 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. 	