



Job description

Job Title: Home Ownership Administrator

Responsible to: Home Ownership Team Leader

Responsible for: n/a

Location: Home based within Southeast of England

Hours: 6 Months Fixed Term Contract on a fulltime basis.

Key areas of responsibility:

The Home Ownership Administrator, will provide essential administrative and operational support to the Homeownership team for a period of 6 months, helping to ensure efficient and effective service delivery to leaseholders, shared owners, and freeholders.

The postholder will be responsible for supporting key processes and correspondence related to leasehold, shared ownership and freehold management, as well as income collection, and customer engagement.

This role is pivotal in helping Hastoe meet its commitments to residents and maintain positive relationships.

1. Maintaining accurate records of all leaseholder and shared ownership agreements.
2. Offering day-to-day administrative support to the wider homeownership team, assisting with meeting coordination, reporting, and document management.
3. Managing general inboxes, respond to customer queries, and carry out routine administrative duties such as scanning, filing, and data entry.
4. Assisting the Home Ownership Assistant and Team Leader in reviewing and developing policies and procedures related to homeownership services.



5. Supporting with queries regarding service charges, ensuring that these are dealt with promptly and fairly.
6. Supporting with administering the recovery processes for arrears such as major works contributions, court costs, and rechargeable repairs.
7. Reviewing and monitor any repayment plans
8. Setting up, amending and monitoring Direct Debit instructions for leaseholders and shared owners, ensuring accurate and timely collection of payments.
9. Supporting with Section 20 consultations for major works, ensuring adherence to legal frameworks.
10. Providing administrative assistance on complex homeownership cases, including legal and enforcement proceedings, under the direction of the Homeownership Team Leader.
11. Delivering excellent customer service, ensuring all queries are handled effectively and professionally.
12. Where required, attending resident meetings and consultations to ensure effective communication with leaseholders and shared owners.
13. Liaising 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).
Skills, knowledge and Experience	<ul style="list-style-type: none">• Experience of providing high-quality customer service in a challenging environment.• 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.• Familiarity with Section 20 consultations, lease extensions, and property law related to leasehold management.



		<ul style="list-style-type: none">• Good understanding of leasehold and shared ownership schemes, including the legal frameworks surrounding them.
Personal Attributes	<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.• 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.	