

JOB DESCRIPTION

JOB TITLE:	Homeownership Officer
DEPARTMENT:	Housing Services
POST NUMBER:	
GRADE:	
ACCOUNTABLE TO:	Homeownership Services Manager
LOCATION:	City Offices, Colebrook Street
POST OBJECTIVE:	To support the Homeownership Services Manager to provide a professional housing management service to the Authorities homeownership portfolio ensuring obligations of the leases/transfers and the statutory obligations of the applicable Acts are met. To deal with associated issues with homeowners as detailed below.

Specific Tasks:

1. Be the first point of contact for shared owners, leaseholders, Partnered Home Purchase, Assured Short hold Tenants and freeholders, advising and dealing with queries regarding the homeownership housing/estate management service. Ensuring appropriate staff and third parties are involved as appropriate and escalating to the Homeownership Manager as required
2. To be responsible for processing notice to charge, notice of assignment, deed of covenant and applications for landlord's consent, deeds of variation, section 20 consultation invoicing, resales, new RTB sales and complex solicitor enquiries and all other day to day management of homeownership services.
3. Preparing responses to pre-assignment and re-mortgage enquiries and the administration of completion statements ensuring that service charge revenue is secured
4. Calculate S125 service charge and improvement costs for all new RTB sales for approval by the Homeownership Services Manager.
5. Process RTB applications, instruct valuers, liaise with tenants and carry out pre right to buy (RTB) interviews to reduce the risk of fraud to the organisation
6. Obtain and interpret information from the Land Registry including ownership, charges, covenants (TR1), leases and copies of plans
7. Respond to general correspondence and enquiries from homeowners, their agents and managing agents
8. To assist with the collection and upkeep of information for homeowners on the Orchard Housing Management System and other Corporate IT systems.

To also ensure homeowners profiling data is maintained accurately and stored in accordance with GDPR and Corporate guidance.

9. To provide a high level of customer service for both external and internal customers with regards to all homeownership service functions.
10. Support the Homeownership Services Manager with the setting of service charges, collation and submission of annual accounts and ground rent notices and respond to service charge enquiries. The administration process for collection and the recovery of rent and service charge arrears, ensuring legal obligations are met. Including negotiation and creation of action payment plans.
11. To generate, calculate and process direct debits and accounting adjustments for homeownership accounts on Orchard and process any unpaid direct debits in line with set policies and procedures
12. To support and assist Property Services to ensure compliance with s20 consultation requirements and ensure the final accounts/invoices are raised in a timely manner upon completion of works
13. Process lease extensions and liaise with valuers and both external and internal solicitors
14. To undertake day to day administration for homeownership management as required by the service and in accordance with set policies and procedures
15. To maintain an up to date knowledge of current legislation and good practice and attend regular homeownership forums/user groups where required
16. To issue annual notices and market valuations for all shared ownership and leasehold properties in line with current legislation
17. To assist with the implementation and management of policies and procedures for homeownership services
18. To undertake estate and home visits as required by the service
19. To carry out all management functions in relation to assured short hold tenancies let through the City Council's Housing Company. This will include advertising vacancies, viewings, inventories, management of rent deposit following required legislation, renewing and terminating AST's, rent recovery, dealing with repairs and all other enquiries
20. To undertake other appropriate duties as determined by the Homeownership Services Manager

Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any conditions or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Confidentiality/Data Protection

Winchester City Council has a responsibility to comply with the General Data Protection Regulations (GDPR) in accordance with Government legislation.