

Right to Buy Admin Officer

Reports to: Home Ownership Manager

Responsible for: No Direct Reports

We want to be the best and we know that it will take certain people to get us there. Our approach is to focus on having dedicated, empowered staff who co-ordinate and take ownership for specific functions within their team (or stem).

You will be part of a team delivering excellent value for money services to both existing and future customers within the Home Ownership Team. You will act as the team administrator with particular emphasis on Right to Buy and Right to Acquire but will also be working in other areas of the Home Ownership Team. These include shared ownership sales and management, leasehold management, statutory s20 consultation and general consultation with residents.

What we need you to do:

- Responsibility for managing and processing all aspects of the Right to Buy and Right to Acquire applications from start to completion, ensuring compliance with legislation, including, registration of Right to Buy applications, checking them for completeness, accuracy and compliance with relevant legislation for manager authorisation
- Conducting eligibility checks, liaising with tenants, legal representatives, and other stakeholders.
- Preparing and issuing Section 125 Notices and ensuring deadlines are met.
- Providing advice and guidance to tenants and internal teams regarding Right to Buy/Right to Acquire procedures.
- Maintaining accurate records and ensuring compliance with data protection regulations.
- Implement and assist with the development of all procedures relating to the processing of applications for Right to Buy applications as required by the Housing Act 1985
- Calculating Right to Buy discounts in accordance with the Act ensuring Cost Floor and Section 125 costs are included in accordance with legislation.
- To liaise with the Legal partners in order to provide advice to customers in relation to complex enquiries regarding legal status for resale, transfer of deeds and payback discounts
- To provide administrative support to the Home Ownership team
- Maintain accurate database records such as Open Housing and other IT systems
- Assist the team in shared ownership new build sales and ongoing Shared Ownership management such as staircasing and second sales.
- Provide support and cover for the team to manage relationships with buyers' leaseholders, and freeholders in dealing with queries they may have about their lease or the services we deliver.

Where you have come from:

- Previous experience in a Right to Buy role within a housing association or Local Authority.
- Strong knowledge of Right to Buy legislation and processes.
- Excellent organisational and communication skills.
- Ability to work independently and manage a caseload effectively.

As a person, you will:

- Put tenants and leaseholders at the heart of everything you do.
- Embrace change.
- Be proficient in Microsoft Office software packages and have advanced skills in Excel.
- Demonstrate initiative and have the ability to work on your own.
- Be an excellent team player who contributes to the team achieving its goals.
- Be able to build effective and productive working relationships with tenants, leaseholders, external and internal partners.
- Be committed to developing your own learning.
- Be committed to company aims and ambitions and broader issues of social housing.
- Share innovative ideas that improve the way we do things.
- Constantly seek to improve processes, procedures, and systems to develop services