



JOB DESCRIPTION

JOB TITLE:	Resident Sales Officer
LOCATION:	Hale Village, Tottenham Hale
ANNUAL SALARY:	£36,587 per annum
REPORTING TO:	Resident Sales Manager, Sales Team – part of Business Development

MAIN OBJECTIVES

To deliver an efficient and effective service for the residents using the Group's Resale, Staircasing, Right to Buy, Right to Acquire Products. The service is also to include assessing applicants, carrying out viewings, agreeing terms and chasing resales to completion within target turnaround times and within set deadlines. Deal with all leasehold/solicitors enquiries, remortgages, probate enquiries, freehold/leasehold disposals, lease extensions/variations, Right to Acquire/Buy and repossessions/forfeitures in line with the group's policies and procedures.

	Key Tasks, Responsibilities and Objectives	Performance Standards and Outcomes
1	<p>Manage the day to day function of resales/rent to homebuy, remortgage and staircasing processes.</p> <p>Respond to all Leasehold Enquiries</p> <p>Liaise effectively with solicitors, surveyors, estate agents, banks and other agencies involved in property purchase/resale</p>	<ul style="list-style-type: none"> • Review applicants in line with Group's policy and GLA/Homes England guidelines including obtaining references where relevant • Monitor Resident Sales inbox and maintain regular liaison with vendors and purchasers • Monitor staircasing/resales progress and adherence to target conveyancing times ensuring exchanges and completions are achieved in the minimum time possible • Ensure the signing, sealing and completion of all legal conveyance documentation on all relevant products within set timescales. • Provide regular updates and monthly reports on staircasing/resales/re-mortgage transactions • Awareness of current property market • Attend launch events and Affordable Home Shows • Create and maintain accurate and up to date files for each transaction allowing instant access to information on Share Point, Cx, CRM/Dynamics systems • Ensure security and confidentiality of all data in line with the Groups Data Protection Policy • Prepare resale completion packs and new resident sign ups • Keep Newlon's sales website, Share to Buy, Homes for Londoners and any other relevant London websites up to date • Progress all transactions ensuring all files are kept up to date, scanned and uploaded on SharePoint and CRM/Dynamics

	Key Tasks, Responsibilities and Objectives	Performance Standards and Outcomes
2	<p>Manage and deal with all lease extension enquiries, applications and process transactions to completion.</p> <p>Deal with all various leasehold matters.</p>	<ul style="list-style-type: none"> • Maintain good communication with solicitors, surveyors/valuers and leaseholders • Ensure compliance with Newlon Group's policies and procedures • Progress transactions within set timescales to ensure no financial loss • Progress all transactions ensuring all files are kept up to date, scanned and uploaded on SharePoint and CRM/Dynamics
3	<p>Manage and process all applications for Right to Buy, Right to Acquire, and any replacement products.</p> <p>To initiate the marketing of these products to the relevant client group to raise awareness</p> <p>Manage all applications for repossessions. Deal sensitively with customers whilst assembling relevant information for TET approval.</p>	<ul style="list-style-type: none"> • Review and assess applicants in line with the Group's policy and GLA/HomesEngland requirements • Respond to enquiries and applications within prescribed timescales • Maintain accurate records and filing systems • Ensure sensitive information is maintained confidentially in line with the group's Data Protection policy • To ensure financial loss to the Group is minimal on relevant transactions • Coordinate and liaise with agencies such as, solicitors, surveyors/valuers, financial advisers within prescribed timescales • All administrative records and information processed promptly and accurately within agreed time scales. • Progress all transactions ensuring all files are kept up to date, scanned and uploaded
4	<p>Liaise with Housing Services - Asset Management, Property Services, Service Centre, Income & Recovery and Finance teams and with colleagues within Business Development</p> <p>Implement changes as required by legislation change or internal policy change.</p>	<ul style="list-style-type: none"> • Update colleagues in Housing Services, Finance and Income & Recovery Teams on completion of any relevant transaction • Update spreadsheets as required • Progress and report on resales, staircasing and other leasehold transactions • Process invoice payments to suppliers within required timescales • Maintain good internal working relationships • Keep abreast of housing legislation change • Conduct market research and regularly check competitors websites and literature

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5	<p>To deal with all Probate and Transfers of Equity in accordance with the requirements under the lease</p> <p>Process all re-mortgage transactions promptly and accurately in line with policy</p>	<ul style="list-style-type: none"> • Review and assess information in line with the group's Data Protection policy • Respond to enquiries within prescribed timescales and in accordance with the requirements of the lease • Have a good understanding of financial assessments for mortgage purposes • Communicate clearly and effectively with external agencies throughout each transaction • Deal with all Land Registry enquiries • Deal with all Certificates of Compliance requests for Land Registry purposes
6	<p>To contribute to maintaining an effective work-place</p>	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers • Objectives of reliability, consistency, speed and awareness built into all activities • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities • Collaboration across teams actively promoted at all times • Carry out all obligations relevant to your role

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.