



JOB DESCRIPTION

JOB TITLE: Leasehold Sales Officer

LOCATION: Hale Village, Tottenham Hale

ANNUAL SALARY: £37,722 per annum plus eligibility to participate in the Performance Related Pay Scheme

REPORTING TO: Head of Leasehold Sales Services, Sales Team – part of Business Development

MAIN OBJECTIVES

To deliver an efficient and effective service to Newlon's residents working within Newlon's policies and procedures; relevant legislation and best practice, at all times. To provide a highly proactive and customer-focused resales and staircasing service including dealing 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 • Day to day liaison with vendors and purchasers to ensure resales reservations are secured at the earliest opportunity • Working to ensure all resales and staircasing activity is delivered in line with regulatory criteria to audit standard • 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, Dynamics systems • Support the Head of Leasehold Sales and Senior Leasehold Sales Officer on all transactions and related activities • Deliver excellent customer service throughout the resales and staircasing

		<p>process</p> <ul style="list-style-type: none"> • 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 Dynamics
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 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 / Homes England 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 on SharePoint and CRM
4	<p>Liaise with Housing Services - Asset Management, Property Services, Service Centre, Income & Recovery and Finance teams and with colleagues within</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

	<p>Business Development</p> <p>Implement changes as required by legislation change or internal policy change</p>	<ul style="list-style-type: none"> • 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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