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| **Job title: Homeownership Compliance**  **Administrator** | |  |
| **Line manager: Homeownership Compliance**  **Team Leader** |  |
| **Grade *(if applicable): 5*** |  |
| **Direct reports: None** |  |



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| **Role purpose:** |
| To provide support to the team with administrative duties, maintaining systems, processing invoices, and managing the CRM cases and the various inboxes. |
| **Key results:**   * Be the first point of contact for the team providing information and responses to resident enquiries via the inbox or CRM. Assign cases to the Homeownership Compliance Specialists and/or Homeownership Compliance Team Leaders as appropriate. * Good Customer Service and the ability to liaise with Homeowners when required * Maintain accurate records and comprehensive notes in support of case management. * Process requests for services to residents including collecting fees on time and in accordance with Peabody’s SLAs. * Work collaboratively with internal stakeholders such as Customer Services, Sales Operations, Marketing and Repairs. * Deliver excellent resident experience and meet all targets and KPIs. * Collaborate with external contacts primarily with legal representatives and valuers, ensuring that Peabody’s reputation is maintained. * Work closely with and support the work of the Homeownership Compliance Co-ordinators.   **Success matrix:**   * Allocated CRM cases and queries via inboxes are responded to or allocated within set KPIs. * Resident satisfaction with the services of the team is high and residents are kept fully informed on the progress of their case. * All records are accurate and notes are fully recorded. * You demonstrate the values of Peabody in all your interactions. |
| **About you:**  **You will be:**  • A good communicator, both written and verbal with the ability to communicate at all levels  and with varied stakeholders  **You will have:**  **•** The ability to work independently, exercising good initiative and judgement  • Proven time management and prioritisation skills  • Ability to work under pressure and meet deadlines and targets  • Good IT skills and the ability to multi-task within a number of systems |