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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.
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| **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 |