

Job title: Homeownership
Advisor

Line manager: Homeownership Support Hub Manager

Grade (if applicable):

Direct reports: None



Role purpose:

Be the first point of contact for homeowners. Using your knowledge and training, respond to phone calls, emails and other forms of contact with the aim of engaging with the customer and where possible resolving the enquiry at first point. Manage mailboxes, CRM cases and support the wider homeownership team with administrative duties, maintaining systems and processing invoices. Work in partnership with internal and external stakeholders to ensure our homeowners' needs are met.

Key results:

- Be the first point of contact for homeowners providing information and responses to enquiries. Where cases are complex assign them to colleagues within Homeownership (including Service Charges) or other colleagues around the business as appropriate but being responsible for issuing acknowledgements and updates to residents.
- Attend the full training programme provided and use your skills to deliver excellent resident experience.
- Meet all targets and KPIs and support other Advisors to expand their knowledge and skills.
- Maintain accurate records and comprehensive notes in support of case management.
- Issue instructions to valuers and solicitors as requested and ensure details of completions are recorded.
- 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.
- Collaborate with external contacts primarily with legal representatives and valuers, ensuring that Peabody's reputation is maintained.
- Raise purchase orders and ensure that all invoices are coded correctly and paid on time including querying any irregularities with scheduled payments.
- Support the S20 consultation activities including file administration and the logging/monitoring of observations/responses.
- Support colleagues within the Directorate with resident's meetings and collation of information for Tribunal cases or S22 notices. Assist with mail merges and preparing block-wide communications.
- Undertake quality assurance activities for key processes to ensure high quality outputs are aligned to KPIs and procedural timeframes.

Success metrics:

- All contact is responded to within published timescales or KPI targets with an emphasis on issues being resolved at first point of contact.
- Resident satisfaction with the services provided by the team is high and residents are kept fully informed on the progress of their case.
- Third parties (including Managing Agents) are appropriately instructed and payments for services are made on time.
- All records are accurate, and action/notes are fully recorded.
- Your positive and collaborative relationships with other stakeholders contribute to a seamless delivery of services to homeowners
- The support provided by the Homeownership Advisors ensures the team runs smoothly with specialist colleagues being able to focus on complex homeownership cases.

Version Date:

Signed off by:

- You demonstrate the values of Peabody at all times.
- Information for S22 Notices, S20 observations and Tribunals are collated within set timescales.
- Requests for mail merges and block communications are actioned promptly.

About you:

You will be:

- Passionate about and committed to delivering excellent homeownership experience – embodying our values every day in the way you deal with residents and colleagues.
- A proactive self-starter with the ability to work independently and collaboratively as needed.
- Experienced at dealing with the needs and expectations of homeowners in a busy environment.
- A flexible and adaptable team player who is approachable and has a positive outlook.
- Experienced at working within a housing or customer service environment.
- Keen to continuously expand your skills and knowledge to provide a better service.

You will have:

- Excellent attention to detail with the ability to actively seek and find solutions to problems.
- A flexible approach with the ability to deliver services in an environment of change.
- Excellent written and verbal communication skills with the ability to communicate at all levels with varied stakeholders.
- Proven ability to work independently and under pressure and meet deadlines and targets.
- Good IT skills, proven attention to detail and the ability to multi-task