Job title: Homeownership Compliance Specialist

Line manager: Homeownership Compliance Team Leader

Grade *(if applicable):*

Direct Reports: none

Role purpose:

To deliver a range of homeowner related products and services directly to our residents and provide expert advice and guidance on homeowner products, services, and contractual agreements in line with best practice and relevant legislation. To ensure correct and accurate maintenance of the Peabody systems and records with regards to leaseholders, shared owners and freeholders.

Key results:

- Develop open and transparent relationships with residents using the services of the team. Deliver excellent services to residents within published timescales/KPIs.
- Process applications for tenants exercising their Right to Buy, Right to Acquire, Right to Shared ownership or any other product enabling tenants to purchase their homes.
- Administer lease related transactions and variations such as alterations, subletting, remortgaging, assignments within agreed policies and timescales.
- Undertake enfranchisement cases accurately by adhering to statutory and governance requirements and accurately respond to pre-sale/re-mortgage solicitor enquiries.
- Undertake enforcement of the terms of leases including issuing statutory forfeiture notices.
- Assist in the preparation for Tribunal and Court cases and attend where required.
- Administer regulated equity loans including the redemption and enforcement of contractual terms, accurately and on time.
- Maintain systems to ensure appropriate and accurate records with regards to leasehold, shared ownership and freehold ownership accounts, and other relevant information.
- Provide advice, assistance, and guidance within Peabody on the lease and the practical application of the legislation with regards to leasehold management ensuring that Peabody remains compliant in this area and reduces financial and reputational risk.
- Collaborate with external partners, including legal representatives and valuers, ensuring our reputation is maintained.

Success matrix:

- Your relationship with residents and other stakeholders leads to a seamless delivery of services to homeowners and high resident satisfaction.
- Your knowledge and skills in the various products and services continues to develop and your caseload is fully compliant with legislation, leases and best practice.
- Your cases will be responded to within timescales and with successful outcomes for Peabody and the resident.

Version Date:		**Signed off by:**	

About you:

You will be:

- A professional with experience in managing services to homeowners as well as a sound understanding of the legal framework in which the services operate.
- Able to work in a rapidly changing environment and respond to changing resident needs.
- An excellent communicator with the ability to interpret complex matters to a wide variety of audiences including residents and senior colleagues.
- A resident focused individual who puts residents at the heart of the service and someone who demonstrates the values of the organisation in all their interactions.

You will have:

- A track record of delivering excellent performance and customer service, delivering tangible outcomes for the business and a diverse range of customers.
- The ability to identify the root cause of problems and work collaboratively with others to resolve them.
- Experience working in social housing directly related to products and services delivered in the team.

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