

**Job title:** Homeownership Co-ordinator

**Line manager:** Regional Homeownership Manager

**Grade (if applicable):** 4

**Direct reports:** None



## Role purpose:

To support the Homeownership Team in providing services and advice to the Peabody portfolio of Freeholders, Leaseholders and Shared Owners. Work in partnership with internal and external stakeholders to ensure our homeowners' needs are met and the team objectives are achieved.

## Key results:

- Be the first point of contact within the homeownership team providing information and responses to resident queries. Assign cases to the Homeownership Property Managers and/or Regional Homeownership Managers where appropriate.
- Support the team in site visits, resident's meetings and collation of information for FTT cases as required.
- Champion value for money for homeowners by querying any irregularities with scheduled payments before escalation where appropriate.
- Assist in the resolution of complex queries and complaints from homeowners ensuring that successful outcomes are achieved for both Peabody and the resident.
- Manage and collate day to day updates on repairs issues on behalf of homeowners.
- Raise Purchase Orders for invoices and service charge demands on behalf of the Homeownership team. Set up new supplier forms for approval.
- Log S20 observations from Homeowners and track the progress of responses to ensure that legal timescales are met.
- Update and maintain systems/records to ensure that data is kept up to date and accurate at all times.

## Success metrics:

- Your relationships with other stakeholders leads to a seamless delivery of services to Homeowners.
- Managing Agent invoices are paid on time and new suppliers are set up appropriately.
- Resident enquiries allocated to you are responded to appropriately and within timescales set.
- The support you provide to the Homeownership Team ensures that the team runs smoothly and records are accurate at all times.
- You demonstrate the values of Peabody at all times.

**Version Date:**

**Signed off by:**

## About you:

### You will be:

- A good communicator, both written and verbal with the ability to communicate at all levels and with varied stakeholders
- Experienced at working within a Housing or Customer Service environment
- Able to demonstrate resilience with dealing with complex resident enquiries

### 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