

Job Description

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| Job Title: | Leasehold Sales Administrator |
| Job Type: | Two Year Fixed Term Contract – Commencing February 2020 |
| Responsible To: | Director of Finance and Asset Management |
| Directly Responsible for: | No direct reports |
| Weekly Hours | 18.75 hours a week to be worked over 2.5 days |
| Salary | £28,000 per annum (pro rata) |

Job Role

The Leasehold Sales Administrator is responsible for the management of all new home sales and, where applicable, resales of leasehold apartments at Rapport's extra care housing schemes. Leasehold apartments are either designated for outright sale or Older Person Shared Ownership (OPSO) sale. The post holder's principal responsibilities are as follows:-

- (i) To ensure apartments are sold as quickly as possible to qualifying and suitable purchasers, following Rapport's sales procedures and liaising with the Finance, Housing and Care teams as necessary.
- (ii) To ensure prospective purchasers receive appropriate and timely guidance including reviewing and producing sales literature.
- (iii) To work from Rapport's show flats at new extra care housing Schemes as required, maximising their availability to prospective purchasers
- (iv) To instruct and liaise with Rapport's legal advisers as required
- (v) To maintain appropriate sales records for management and audit purposes

Whilst the contracted hours for the post are 18.75 per week with these anticipated to be worked over 2.5 week days (exact days to be agreed), the post holder will be required to work flexibly outside normal working hours with some weekend working required.

Whilst the post holder will be based at the Company's head office in Cuxton, Rochester they will be expected to work at the show flats as required. These are currently forecast to open at the Company's new extra care housing schemes in Watlington in February 2020 and Kemsing in early 2021. Mileage will be paid in accordance with the Company's Expenses Policy.

Detailed Responsibilities

1.0 Sales Promotion and Assessment of Purchasers

1.1 To work with the Marketing and Communications Manager to ensure the effective promotion and marketing of leasehold apartments including attending sales events and researching good practice.

1.2 To ensure all sales enquiries are followed up quickly (within 24 hours) providing telephone advice and/or arranging an appointment to view a scheme being flexible to the prospective purchaser's needs.

1.3 To carry out an initial assessment of all prospective purchasers to establish eligibility and whether extra care housing would be suitable and affordable, and that they qualify in the case of OPSO (Older Person Shared Ownership) buyers.

1.4 To liaise with Housing Team and, if required, an appropriate member of the Care Team where further discussion is required to establish that extra care housing would be suitable for a purchaser.

1.5 To ensure that all the following approvals/paper work have been completed before agreeing that a prospective purchaser is eligible to purchase -

- Application Form
- Help to Buy Approval obtained (OPSO purchasers only)
- Care and Support Statement completed
- Financial Appraisals completed as appropriate for outright and OPSO sales, with documentary evidence of capital and income, and signed off by the Head of Finance
- Housing and Care Assessment

1.6 To be based at Rapport's sales show flat as required ensuring that the show flat is maintained to a high standard and that current sales literature is available to prospective purchasers

2.0 Conveyancing (New Sales)

2.1 To be familiar with Rapport's lease documentation and provide Rapport's legal advisers with all essential information to enable them to prepare a new lease for a new scheme and respond to leaseholders enquiries.

2.2 To liaise with Rapport's solicitors to appoint suitable firms of solicitors to offer conveyancing services to prospective purchasers.

2.3 To ensure that a prospective purchaser is able to proceed (liaising with estate agents /solicitors as required) before accepting a reservation fee for an apartment and confirming receipt in writing.

2.4 To promptly prepare and submit a sales memorandum to Rapport's solicitors following receipt of a reservation fee

2.5 To liaise closely with Rapport's solicitors, the buyer and where appropriate their estate agent to ensure purchases are progressing well and are completed within the target time set by Rapport.

2.6 With the agreement of the Director of Finance and Asset Management place apartments back on the market as necessary in the event of sales not progressing

2.7 To ensure completion statements are checked for accuracy, funds are remitted as required and that the appropriate Scheme Housing Officer is kept advised of anticipated and actual exchange and completion dates for all new leasehold sales.

3.0 Conveyancing (Re Sales)

3.1 To implement the appropriate resale process for either a leasehold apartment sold outright or on an OPSO basis, liaising with Rapport's solicitors as required including responding to enquiries.

3.2 To liaise with the Marketing and Communications Manager to ensure the resales of OPSO apartments are marketed promptly to maximise the opportunity for Rapport to secure a buyer.

3.3 To ensure all buyers are formally approved by Rapport as suitable (liaising with the Finance, Housing and Care teams as necessary) completing the paperwork detailed in 1.5 above as appropriate and providing formal approval to Rapport's solicitors

3.4 To ensure Rapport receives the appropriate fees via Rapport's solicitors on completion of a sale

3.5 To ensure the appropriate Scheme Housing Officer is kept advised of anticipated and actual exchange and completion dates for all leasehold resales

4.0 Reporting and Administration

4.1 To ensure the Director of Finance and Asset Management and appropriate Scheme Housing Officer are kept up to date with actual and forecast sales progress

4.2 To maintain appropriate records of all pending and completed sales including the completion of a scheme audit file as may be required for inspection during a Scheme Compliance Audit by Homes England.

PERSON SPECIFICATION

| Competency | Performance Criteria |
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| Professional Practice: | |
| Qualification and Experience | <ul style="list-style-type: none"> • Demonstrable evidence of appropriate education/qualification level and/or competence to undertake the post. • Experience working in one or more of the following fields, housing sales, the affordable housing sector, the legal profession, management experience in the voluntary, public or private sectors. • Willingness to undertake training. • Efficient and effective management skills. • Demonstrates honesty, trustworthiness, reliability and respectfulness. |
| Regulatory Requirements | <ul style="list-style-type: none"> • Enhanced Disclosure from the Disclosure and Barring Service. |
| Internal Controls | <ul style="list-style-type: none"> • Ability to manage and work within budgets, using measures of income and expenditure to plan and validate proposals |
| Health & Safety | <ul style="list-style-type: none"> • Knowledge, understanding and application of appropriate health and safety practices • Knowledge and understanding of health and safety risk assessment(s) |
| Information Technology (IT) | <ul style="list-style-type: none"> • Proficient in the use of Microsoft EXCEL, Word, and Outlook • Experience of the use of IT to facilitate and support good communication, support service improvements and the preparation of useful management information |
| Planning & Control: | |
| Management of Staff and Teamwork | <ul style="list-style-type: none"> • Ability to motivate • Ability to manage conflict. • Recognition of the need to ensure the effective use of staff resources. • Willingness to be part of and develop a delivery-focused environment. |
| Management of diversity | <ul style="list-style-type: none"> • Demonstrate awareness of different values, cultures and needs amongst customers, staff and communities. • Recognise and work to meet where possible the diverse and unique needs of each prospective purchaser • Strong commitment to non-discriminatory housing services |
| Influencing Others | <ul style="list-style-type: none"> • Ability to have ideas accepted even in the face of initial opposition • Ability to negotiate effectively, both over points of difference and financially |

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| Effective Communication | <ul style="list-style-type: none"> • Excellent communication skills - both written and verbal. • Ability to communicate effectively at all levels within, and external to, the Organisation using appropriate styles with different groups, eg prospective buyers and their friends and relatives. |
| Leadership | <ul style="list-style-type: none"> • Commitment to providing excellence in the delivery of the Organisations leasehold sales services. • Ability to think ahead and plan accordingly. • Able to demonstrate a positive attitude towards change |
| Development of Self and Others | <ul style="list-style-type: none"> • Evidence of keeping up to date with related issues • Willingness to take on further responsibilities • Willingness to undertake relevant training and development • Self-motivated and keen to learn. • Willing to seek guidance when needed and follow instructions |
| Organisational skills | <ul style="list-style-type: none"> • Strong ability to prioritise • Ability to work independently • Demonstrable problem solving abilities • Able to consistently meet deadlines and advise of any problems early • Ability to function effectively under pressure and in a crisis. |
| Operational Requirements: | |
| | <ul style="list-style-type: none"> • Valid full driving licence and access to vehicle • Valid vehicle business insurance • Flexible approach to working hours as required |
| Personal Attributes: | |
| Mutual support | <ul style="list-style-type: none"> • Be aware of support needed by others and identify and address any issues at an early stage where possible • Consider how actions could support others • Prepared to give encouragement and offer assistance or advice when needed • Strong sense of customer focus |
| Communication Skills | <ul style="list-style-type: none"> • Able to explain things logically whilst keeping to the point • Style that is warm, caring and friendly • Able to express ideas confidently and in an assertive manner where required • Caring and compassionate towards people in need of care and support |
| Interpersonal Sensitivity | <ul style="list-style-type: none"> • Able to tailor style and service to meeting individual's needs • Able to build rapport with customers, colleagues and staff • Demonstrate a pleasant, professional manner |

Judgement

- Knowledge of how to recognise abuse and safeguarding and implement procedures where relevant
- Recognition of the need, and ability, to ask questions to gather necessary information
- Able to weigh the advantages and disadvantages of a course of action before reaching a decision
- In the absence of all relevant information willing to defer making a decision until all the necessary extra data is gathered, referring to others when necessary

TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

Training Element

- Understanding Rapports sales policies, procedures and performance standards to enable effective implementation
- Understanding of Rapports extra care housing model
- Understanding of Leasehold Management
- Understanding of finance and managing budgets
- Adult Protection
- Basic Health and Safety
- Interpreting behaviour
- Equality & Diversity