

JOB DESCRIPTION

JOB TITLE:	Leasehold Sales Administrator (3 days per week – Monday, Tuesday and Wednesday)
LOCATION:	Newlon House, Hale Village
ANNUAL SALARY:	£17,033 per annum plus up to 5% Performance Related Pay
REPORTING TO:	Head of Leasehold Sales

MAIN OBJECTIVES

To provide support to the Leasehold Sales team and deliver an effective customer focused service on all resident sales transactions.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers if they encounter service failure. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents.

SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards and Outcomes
1.	To provide assistance to the Head of Leasehold Sales and Senior/Leasehold Sales officers	<ul style="list-style-type: none"> • To provide excellent customer service throughout all leasehold sales progression activities via all mediums of communication. • Monitor leasehold sales/enquiries inboxes and deal with correspondence daily, specialist queries recognised and passed on to the Senior/Leasehold Sales Officers promptly. • To assist with the day to day function of leasehold sales transactions- resales, staircasing, lease extension, RTB/RTA, remortgage, transfer of equity, repossessions, probate processes. • Keep Newlon's sales website, Share to Buy, Homes for Londoners and any other relevant London websites up to date. • To assist the Senior/Leasehold Sales Officers with the preparation of legal documentation to solicitors– certificate and consent requests, preparing leasehold packs, resales information for website. • Responsible for the signing, sealing of all legal conveyance documentation on all leasehold Sales transactions within set timescales. • To ensure sensitive information is maintained confidentially in line with the group's Data Protection policy. • To assist the Head of Leasehold Sales in ad-hoc projects as and when required. • To manage all incoming and outgoing posts
2.	To update and maintain Leasehold sales database with new and ongoing Applications.	<ul style="list-style-type: none"> • Create and maintain both hard copy and electronic up-to-date files for each transaction on hard drive, Share Point, Cx, Dynamics systems. • To update and maintain internal systems ensuring information is up to date on spreadsheets, Dynamics, Share Point. • To update new leaseholder's details on Dynamics and liaising with Finance and Income teams where required. • To liaise with Housing Services, Asset Management, Finance, Income & Recovery and with colleagues within Business Development when required • To prepare and send out completion packs. • All completed sales files uploaded into SharePoint (or subsequent systems) at the end of the process. • Lead on archiving of all completed transaction sales files. •

3.	To liaise effectively with managing agents, surveyors, solicitors, estate agents, lenders and other agencies	<ul style="list-style-type: none"> • Ensure valuations and surveys are booked and reports received in a timely manner. • Building and maintaining strong relationships with our framework and panel solicitors • Building and maintaining positive relationships with IFAs, surveyors, and other related third parties • All invoices processed accurately and in time to meet weekly cut-off time for payments
4.	To participate in all Sales activities and events as required	<ul style="list-style-type: none"> • Participate in an active and constructive manner in team meetings and other events. • Assist the Sales Team to organise and attend launch events on evenings and weekends as necessary including attending Affordable Home Shows. • Ensure behaviour reflects Newlon's brand and approach to equality, diversity, and inclusion opportunities.
5	To contribute to maintaining an effective work-place and running of the Leasehold Sales services	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection are adhered to. • Newlon Gold objectives of reliability, consistency and speed built into all activities. • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities. • Newlon's values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers. • Collaboration across teams actively promoted at all times
No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		