

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Home Ownership Officer	Grade: Grade 6
Section: Strategy, Compliance and Enablement	Directorate: Housing and Regeneration
Responsible to following manager: Principal Home Ownership Officer	Responsible for following staff: No staff
Post Number/s: RWH7119	Last review date: August 2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Assists with the day-to-day administration of the various sales policy schemes in Wandsworth and in particular the administration of Right to Buy and in turn provides public access to low cost and subsidized homeownership opportunities. Responsible to the Principal Home Ownership Officer (Post No. RWH7117).

Specific Duties and Responsibilities

1. Responsible to Principal Home Ownership Officer (Post No. RWH7117) to assist with the day-to-day administration of the various sales schemes maintained by the Home Ownership Team. This includes covering work in relation to the Council's Intermediate housing schemes, ensuring that scheme targets for the service are met and any other sales

related matters.

2. Takes lead with implementation and administration of RTB.
3. Responsible for serving statutory RTB Notices adhering to statutory turnaround times where failure to meet targets could result in loss of income for the Council. Needs a high level of in depth knowledge around legislation surrounding the scheme.
4. Responsible for checking validity and processing scheme applications, in line with the statutory process and understand how this is interpreted within the housing act.
5. Responsible for instructing both the Council's valuation and legal services.
6. Responsibility for managing all RTB legal enquiries.
7. Responsible for contacting external management companies and coop's to obtain planned works and service charge information.
8. Responsible for managing information and reports, ensuring information is entered consistently, accurately and in line with any statutory requirements, observing data protection and confidentiality rules and procedures.
9. Provides monthly performance statistics to Senior Officers in relation to the Council's performance measures.
10. Monitors the performance of all contractors against the specifications of the services provided.
11. Liaises with contractors and arranges inspections.
12. Responsibility for producing completion lists.
13. To ensure timely and accurate periodic information, reports and statistical returns as may be required by Officers, Members, and other bodies such as Department of levelling Up, Housing and Communities.
14. Lead contact for RTB correspondence and enquiries in particularly relating to any delay in processing applications. The officer needs to be fully aware of policy and apply this when processing cases and explaining the procedure to applicants. The RTB process is complex so requires an in-depth knowledge to guide the applicant through the buying process.
15. To develop and implement quality improvement initiatives within the post holder's area of responsibility and procurement more generally.
16. Assists with serving statutory RTB Notices including RTB2's and offers in a timely manner, which requires an in-depth knowledge of the legislation surrounding this scheme. Undertakes a manual calculation of the percentage of discount to be applied according to tenancy years. Needs to have a high level of knowledge to explain the valuation process and interpret this information into a statutory offer.
17. As required and directed by the Homeownership Team Manager and as part of the SSA helps in the administration of low-cost homeownership schemes for Richmond as well as Wandsworth.
18. Assists with marketing programmes to promote and ensure the maximum take up of the Council's homeownership. This includes attending open day/evenings/ roadshows and webchats to promote schemes.
19. Assists with Customer Client issues relating to the delivery of HOT services, including those from the Council's legal service and valuation service concerning house sales matters, particularly relating to any delay in processing applications.
20. Assists with investigating and responding to member's enquiries, complaints, and FOI's.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure

For the current structure please go to The Loop.

Person Specification

Job Title: Home Ownership Officer	Grade: Scale 6
Section: Strategy, Compliance and Enablement	Directorate: Housing and Regeneration
Responsible to: Principal Home Ownership Advisor	Responsible for: No staff
Post Number/s: RWH7119	Last Review Date: August 23

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of Right to buy scheme	X		A/I
Knowledge of low-cost home ownership options available.		X	A/I
Experience	Essential	Desirable	Assessed
Working in a pressurised environment whilst managing workloads where high standards of delivery are required to meet deadlines.	X		A/I
Strong interpersonal skills and the ability to communicate well with a wide range of people.	X		A/I
Can effectively organising and managing own workload under minimal supervision.	X		A/I

Accurately records and inputs information within agreed timescales.	X		A/I
Competency in the use of computer databases and office software, such as Word, Excel, Outlook, and share point with a working knowledge of document management systems.	X		A/I
Skills	Essential	Desirable	Assessed
Ability to record and manage casework and to manage data.	X		A/I
Ability to work independently and as an effective team member using own initiative.	X		A/I
Ability to communicate clearly and effectively, both orally and in writing.	X		A/I
Ability to multi-task and adapt to changing priorities and deadlines.	X		A/I
Qualifications	Essential	Desirable	Assessed
GSCE level qualification or equivalent by experience relative to the role		X	A/I/C

A – Application form / CV

I – Interview

T – Test

C - Certificate