

# JOB DESCRIPTION

## Asset Sales Officer – Shared Ownership

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<b>Job title</b>	Asset Sales Officer – Shared Ownership	<b>Directorate</b>	Development & Commercial
<b>Location</b>	Hybrid, with a weekly presence in either our Rushden, Peterborough, Boston or Milton Keynes office	<b>Line manager</b>	Asset Sales –Shared Ownership Manager

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### Purpose of the job

- > Responsible for providing a service to the Group in relation to all Asset Sales including sales of our Affordable Homeownership Portfolio, our extensive leasehold portfolio, Leasehold for the Elderly Portfolio and owner occupier properties.

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### Key tasks and responsibilities

- > To be an integral and active member of the team in delivering Asset Sales on behalf of Amplius, ensuring that sales are processed in line with company Policy and insurance obligations.
- > To ensure an effective and efficient service is delivered to our customers in respect of all sales and rental initiatives.
- > To provide an effective and efficient service to our customers in respect of:
  - o Shared Ownership Resales: (Partial & Outright Sales)
  - o LSE Assignments – Owned and Managed
  - o Staircasing.
  - o Partial, Full & 1%.
  - o Homebuy / Shared Equity Loan Redemptions.
  - o Right to Buy Discount Repayments & Resales.
  - o Flexible Tenure.
  - o Transfer of Ownership.
  - o Remortgages, Deed of Covenants, Consents etc.
- > To support to the wider team, when necessary, to provide effective and efficient service to our customers in respect of:
  - o Voluntary Sales
  - o Land Disposals
  - o Specialist Project Sales
  - o Rent to Buy
    - Lets: New & Re-lets
    - Sales: Shared Ownership & Outright
  - o Right to Buy & Right to Acquire
  - o Right to Shared Ownership

- Rent to Homebuy – Sales
- Buy Back & Onward Sales
- Repossessions / Sales
- > Managing sales on Microsoft Dynamics CRM ensuring all sales information is accurate and up to date to support the Management Team in the preparation of monthly sales projections and statistics and the reporting on performance.
- > To work closely with the Shared Ownership Sales Manager and our Communications Team to implement sales and marketing strategies to achieve Asset Sales targets and key performance indicators.
- > To handle sales and other related enquiries in an efficient manner whether by telephone, in writing or in person.
- > Preparing legal documents for execution and ensuring all documents are presented correctly in line with set procedures.
- > To assess and provide advice to prospective purchasers to ensure they meet the qualifying criteria in accordance with the terms of either the Lease or Homes England requirements as specified within the Capital Funding Guide, where appropriate.
- > To be responsible for all administration tasks associated with all Asset Sales and Rental initiatives, including:
  - a) The progressing of applications and the handling of all associated correspondence from acceptance through to completion.
  - b) Ensure sales are delivered in accordance with the relevant Section 106 requirements and the verification of legal documentation including Leases and Agreements prior to issuing for signing and sealing.
  - c) The maintenance and updating of property websites and database systems.
  - d) Ensure appointed selling agents are provided with all necessary legal documentation and information required to sell our homes.
  - e) To liaise with our appointed agents and solicitors collating weekly activity reports for the Management Team.
- > To undertake viewings and property inspections as required and to progress sales as smoothly and efficiently as possible, including the undertaking of property handovers.
- > To assist the Management Team in the implementation and review of our policies and procedures, providing advice and updates on good practice and legislative matters.
- > Work closely with members of the Development and Sales team in the smooth running of processes adopted, including liaising with Agents, Lenders, Surveyors, Solicitors and any other relevant bodies, ensuring best practice and performance is delivered.
- > To assist in the preparation of monthly sales projections and statistics and the reporting on progress and performance.
- > Maintain an awareness and understanding of market conditions as well as the needs and demands of our customers.
- > Ensuring all Leases, Title documents and plans are filed and saved on the Sales CRM and in relevant SharePoint folders.

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## Scope and impact

### Scope:

- > Responsibility of delivering a service to our customers across our Affordable Homeownership portfolio, processing over 550 sale transactions per year. Providing an efficient and proactive sales service in a fast paced sales environment to support Business Plan objective and KPI's. Providing accurate reporting data to the Senior Management team. This is a varied role providing an effective service to support Amplius customers to purchase or sell their homes.
- > Be an integral member of the team, supporting the team in delivering the sales service, working closely with internal departments and external partners to ensure sales are progressed in line with Regulator and statutory requirements and within Customer Service Standards.

### Impact:

- > Contribute to being part of a high performing, highly engaged sales team, promoting a culture of excellent customer service.
- > Providing support to the team in delivering Business Plan objectives in a fast-paced sales environment.
- > Contributing and supporting the team to continually improving processes and outcomes for staff and customers.

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## Key relationships

- > Asset Optimisation Team.
- > Property Services.
- > Finance.
- > Homeownership Team.
- > Legal entities.
- > Auction Houses.
- > Residents.
- > Local Authorities.
- > Homes England.
- > Agents.

# PERSONAL SPECIFICATION

## Asset Sales Officer – Shared Ownership

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The values outline the key expectations of all colleagues. Used together, the Person Specification and values will ensure new colleagues will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

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### Qualifications

#### Essential:

- > Equivalent experience through relevant employment, training and experience.

#### Desirable:

- > Knowledge of all Affordable Homeownership products.
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### Experience and knowledge

#### Essential:

- > Experienced Sales Officer with a track record of working in a similar environment within either a property sale, rental or housing environment.
- > Proven track record of delivering sales income against set targets and the ability to provide accurate sales reports against KPI indicators.
- > Possess a sound knowledge of selling and marketing residential properties.
- > Knowledge of the legal processes related to property sales.
- > Exceptional customer service. Excellent written and verbal communication skills.

#### Desirable:

- > Knowledge of Homes England Capital Funding Guide – Requirements and legislation.
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### Skills and competencies

#### Essential:

- > Proficient in using Microsoft packages, Outlook, Excel, Word, PowerPoint.
- > Experience in working with Sales CRM systems.
- > Possess a high degree of honesty, integrity, self-reliance and motivation.
- > Have a flexible approach to work to achieve targets and business objectives.
- > Be able to deal with large workloads, calmly handle and prioritise a range of tasks.
- > Recognise the need to be accountable and to be an effective communicator both verbally and in written communication.

#### Desirable:





- > Knowledge of Microsoft Dynamics CRM.

## Characteristics

### Essential:

- > Integrity: A commitment to maintaining the highest ethical standards and fostering a culture of professionalism, trust and transparency.
- > Resilience: Ability to remain calm and focused under pressure, with the capacity to navigate complex challenges.
- > Collaboration: A team player who is committed to working collaboratively with others to achieve shared goals.
- > Attention to Detail: A meticulous approach, ensuring accuracy and precision in all matters.

## Our values

 <p><b>People come first</b></p>	<p>Everybody matters to us. We care deeply about our colleagues and customers. We have fun and get to know and understand the people we work with. We provide a heartfelt service and treat everyone with dignity and respect.</p>	 <p><b>In it together</b></p>	<p>Our work is all about delivering excellent partnerships and building communities. We collaborate instead of competing. We achieve the best results by working together as one team.</p>
<p>We absolutely own it by doing what we say we'll do and being accountable for our actions. We believe in fairness, equality and inclusivity. We operate with integrity and help those who need it the most.</p>	 <p><b>Do the right thing</b></p>	<p>We're committed to providing better services and building more homes. We're ambitious, proactive and forward thinking. We want to amplify our impact, influence policy and transform the sector.</p>	 <p><b>Driven to do more</b></p>

## Additional duties clause

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager.

Duties may vary as and when localised procedures are updated or renewed with varying Local Authorities that the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

**To be reviewed as part of the Job Description review process.**