



Creating great homes together

# Role Profile

**Position**

**Home Ownership Manager**

**Reporting to**

**Housing Services Manager**

## What you can expect

**We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.**

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- To lead and manage the home ownership team to provide a comprehensive, effective and professional services consistently across Magna. Home ownership includes leaseholders, shared owners and freeholders who benefit from services provided by Magna.

## What you take care of

- The Home ownership manager may be asked to carry out other duties which are broadly consistent with those detailed in this job profile. The job holder will be expected to comply with all reasonable management requests.
- To make a commitment to deliver excellent customer service and to demonstrate Magna's Purpose –“to help people meet their housing needs”.
- To comply with and promote Magna's equality and diversity, data protection, code of conduct and health & safety policies and procedures.
- There will be some occasions where the Income Manager will be expected to attend meetings or respond to emergencies outside normal working hours.

## What you need to be successful

- Be committed to Magna and its customers.
- Be passionate about performance.
- Be able to lead by example.

## Qualifications required

**Applicants with transferrable skills are encouraged to apply.**

- To hold or be willing to work towards CIH level 4 qualification

Approved: