



Creating great homes together

Role Profile

Position

Home Ownership Officer

Reporting to

Home Ownership 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.

- You will be part of a strong, customer focused team that are passionate in what they do.
- First class training and support.
- Learn new skills that will set you apart.
- Work with talented and ambitious colleagues making a positive difference for our customers and communities.
- An agile and flexible working 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

- Putting customers at the heart of everything you do.
- Helping colleagues to meet customer demands.
- Being supportive of other team members, showing diplomacy, patience and care.
- You are flexible to meet the needs of the customers and Magna.
- Being organised and able to work to targets.
- Able to communicate effectively in a range of different circumstances.
- You take ownership and see things through to completion

What you take care of

- Work as part of a team to deliver a comprehensive housing management service to our new and existing customers these include shared owners, leaseholders and sold freeholders.
- You will be responsible for regularly monitoring accounts and ensure appropriate action is taken on debts in line with Magna's income management policies and procedures and to represent Magna in court if required when legal action is taken.
- Be a point of contact for homeowners, investigate and respond to queries regarding rent, service charges, minor and major works invoices.
- To work with the Asset Investment and Response Repairs teams with completing Section 20 consultations for major works projects as required. Consulting with homeowners through to collection of payment on completion of the work.
- To recover rechargeable communal repair costs from homeowners, raise invoices, collect payment and deal with all enquiries.
- To manage changes and enquiries on home ownership accounts including ending and starting new accounts when properties are sold.
- Liaise and work with internal customers as the legal team, finance, asset investment, sales & marketing, community safety, regional housing teams, income team and building safety. External customer as management companies and managing agents, Citizens Advice Bureau and other 3rd party organisations.

What you need to be successful

- Excellent Microsoft office skills, including word, excel and outlook.
- Ability to use own initiative to problem solve and prioritise own workload.

- Excellent communication skills both written and verbal.
- Full driving licence and ability to travel

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Minimum of one year's experience in social housing or similar environment. No essential qualifications are required for this role

Approved: V1/0525048