

## Role Profile

<b>Role Title:</b>	Right to Buy Team Leader
<b>Department:</b>	Home Options
<b>Role Purpose:</b>	<ul style="list-style-type: none"> <li>• To be responsible for the provision of a high quality service to tenants wishing to exercise their Right to Buy or Right to Acquire. Lead the process for all Right to Buy and post sales issues to ensure a consistent approach and ensuring Midland Heart fulfils its responsibilities under the Right to Buy and Right to Acquire legislation.</li> <li>• To provide specialist advice on all Right to Buy and Right to Acquire issues and to co-ordinate Midland Heart's policies and procedures pertaining to all aspects of RTB, RTA and service charges.</li> <li>• To have responsibility for the management of the Right to Buy, continually reviewing the service provided by the team in order to provide the most cost effective and efficient service and to be responsible for making recommendations for change and assisting with the implementation.</li> </ul>
<b>Reporting to:</b>	Leasehold and Lettings Manager
<b>Responsible for:</b>	Right to Buy and Right to Acquire Officers
<b>Disclosure level:</b>	Standard
<b>Role Level:</b>	Frontline Manager

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Responsible for the management of the Voluntary Right to Buy and Right to Acquire process from application to completion in line with the organisations policies and procedures and in accordance with relevant Housing Legislation. The post will also require you to audit check the work carried out by the officers.</li> <li>• Liaison with valuers, surveyors and relevant internal and external bodies and to take ownership of any complaints or issues that arise.</li> <li>• To supervise, develop and manage the Right to Buy and Right to Acquire team. Responsible for ensuring that all relevant procedures are carried out within statutory and corporate timescales, that accurate Notices are served compliant with current, or new, legislation and that appropriate measures are in place to ensure that applications are rigorously checked to eliminate fraud.</li> <li>• To supervise the officers responsible for calculating and collecting annual service charges and producing estimated and actual invoices and liaising with leaseholders, solicitors and other internal and</li> </ul>
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external customers.

- To ensure that the team provides a comprehensive interface for Right to Buy/Right to Acquire customers, leaseholders and freeholders on matters including enquires of a general nature and pre-sale enquires.
- To carry out regular reviews of the team, including activities and procedures, ensure that all systems are efficient and effective and where necessary, to implement or recommend changes in systems and procedures.
- To give professional advice to all relevant staff, managers and directors on Right to Buy and service charge issues and to procure in specialist advice as necessary.
- To provide financial information, advice, and statistics to the Operations Manager, Head of Service and Director as required.
- To prepare reports on RTB/RTA issues and policy, making recommendations for procedural changes where necessary, and attend meetings related to the duties and responsibilities of the Post
- To maintain in-depth knowledge and awareness of professional and legislative developments generally in all areas relating to this post.
- To draw-up accurate conveyancing plans that are acceptable to Land Registry to go with the Offer Notices.
- To interview potential purchasers about the responsibilities and obligations they will take on with the purchase of their property.
- To act in the absence of the Operations Manager on any matter falling within the range of duties and responsibilities carried out by the post holder and to represent the service area as required.
- To ensure that Midland Heart's Standing Orders, Policies and procedures are observed and where necessary make recommendations for policy or procedural amendments.
- To deal with all first stage complaints for the team in accordance with Midland Heart's policies and procedures.
- To ensure that all accountancy operations, including the service charge calculation and collection processes are carried out within time scales. To be responsible for instigating appropriate corrective action(s) as and when applicable.
- To help develop and implement the Northgate Property Purchase Module.
- Attendance at court or the First Tier Tribunal (FTT) when necessary.
- To attend meetings and make a contribution to the development and implementation of any policy decisions that may affect the RTB/RTA.
- To assist in the appointment of staff to the team when required and

	<p>to participate in any performance review and training needs evaluation scheme.</p> <ul style="list-style-type: none"> <li>• To take action as required addressing any service delivery issues and service improvements. Ensuring that a high and continuously improving quality of service is provided as well as resolving any difficulties that arise.</li> </ul> <p>General</p> <ul style="list-style-type: none"> <li>• To actively promote customer care, value for money and performance management.</li> <li>• To demonstrate a whole hearted commitment to the Organisations values and culture.</li> <li>• To promote an environment of continuous learning and improvement.</li> <li>• To consistently promote and apply equality and diversity, in line with Midland Hearts policy/procedures and ensure that this is demonstrated and maintained throughout all areas of responsibility.</li> <li>• To be aware of, and observe fully and promote Midland Hearts policies relating to health and safety and risk management and best practice, throughout all areas of responsibility.</li> <li>• Understand Midland Heart's Safeguarding policy and procedures ensuring the process is followed as relevant.</li> <li>• Attend evening meetings and Annual General Meetings as and when required.</li> <li>• The post holder will be expected to undertake such additional duties or responsibilities, consistent with the role and grade, as may be allocated.</li> </ul>
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<p><b>Education, Qualifications and Training</b></p>	<ul style="list-style-type: none"> <li>• GCSE Grade C English and Mathematics or equivalent.</li> </ul>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of RTB/RTA and relevant legislation.</li> <li>• Knowledge of Northgate Estates module or similar system.</li> <li>• Knowledge of Northgate Property Purchase module would be an advantage.</li> <li>• Experience of administering and processing RTB/RTA applications.</li> <li>• Experience of Leasehold Management.</li> <li>• Experience of dealing third parties and external agencies, including solicitors.</li> <li>• Experience of supervising a team would be an advantage.</li> </ul>

**Role Specific Skills & Behaviours**

- An excellent communicator who can effectively communicate verbally and in writing at all levels internally and externally.
- Highly efficient and organised individual who is process and deadline driven, who can readily prioritise their own, and the teams, workload. Has a proactive approach to chasing and escalating where deadlines are at risk.
- Excellent motivator who works proactively with colleagues to improve services.
- Strong IT skills are essential - including word, email and excel spreadsheets.
- Self-driven and able to use own initiative.
- Committed to providing an excellent customer service and keeping abreast of policy and legislative developments.
- Have the ability to work on own initiative and take ownership and responsibility.
- Understanding of and commitment to the principles of equality and diversity.