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| <b>Job Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Resales & Staircasing Officer | <b>Location</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | London                                                                                                 | <b>Job Family</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     | <b>Grade</b> |  |
| <b>Reports to</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Resales & Staircasing Manager | <b>Designation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Office                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Commercial Services | <b>C3</b>    |  |
| <b>Overall Purpose:</b> Provide professional management of a caseload consisting of resales, staircasing transactions and ad hoc empty property disposals. Provide a customer focused service to both existing and future Guinness Homeowners.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                     |              |  |
| <b>Responsibilities &amp; Outcomes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                               | <b>Skills / Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        | <b>General Role Expectations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                     |              |  |
| <b>Key Responsibilities:</b> <ul style="list-style-type: none"> <li>Provide a highly proactive and customer-focused resales and staircasing service to Guinness's homeowners; working within Guinness policies and procedures; relevant legislation and best practice, at all times.</li> <li>Guide customers through all transactions in line with agreed targets and lease/contract conditions.</li> <li>Identify and co-ordinate any necessary lease changes, including extension requests, with appropriate teams.</li> <li>Take full ownership of a busy case load, acting as customers' point of contact with Guinness throughout any process, including resolving any issues quickly and to a high standard.</li> <li>Work collaboratively with colleagues throughout Guinness to streamline and improve ways of working, service standards and product offer.</li> <li>Manage a portfolio of void property disposals proactively, including arranging advertisement and marketing of the properties through to legal completion.</li> </ul><br><b>Key Outcomes:</b> <ul style="list-style-type: none"> <li>High customer satisfaction, reduction in complaints, high scores for Customer Service KPI's.</li> <li>All transactions completed efficiently with a high level of accuracy and in accordance with Guinness's procedures and statutory requirements.</li> <li>Customers kept proactively informed of case status, including comprehensive explanations of complex requirements.</li> <li>Processes and procedures are reshaped to be focused on customer requirements.</li> </ul> |                               | <b>Essential:</b> <ul style="list-style-type: none"> <li>Experience of dealing with residential conveyancing processes.</li> <li>Ability to plan and re-shape processes in response to changing customer needs.</li> <li>Significant customer service experience.</li> <li>Experience and understanding of working in a high-performance customer service culture.</li> <li>Proven ability to manage a large and varied workload, meeting performance targets and deadlines under pressure.</li> <li>Excellent attention to detail.</li> <li>Excellent oral and written communications.</li> <li>Excellent knowledge of Microsoft Office.</li> <li>Proven track record of working cross-functionally with external agencies and partners.</li> <li>Demonstrates the Guinness Behaviours.</li> </ul><br><b>Desirable:</b> <ul style="list-style-type: none"> <li>Experience of dealing with legal advisors.</li> <li>Experience of Shared Ownership resales and staircasing transactions</li> <li>Knowledge of current housing legislation and good practice.</li> </ul> |                                                                                                        | <p><i>These are the requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</i></p><br><b>Accountability:</b> <ul style="list-style-type: none"> <li>Operates largely autonomously, within set guidelines with managerial guidance.</li> <li>End results largely defined but interpretive judgement is used to achieve them.</li> <li>Works to clearly defined budgetary parameters and targets.</li> </ul><br><b>People Skills:</b> <ul style="list-style-type: none"> <li>Typically oversees/co-ordinates the work of others and may be a knowledge leader or lead a small-medium sized team.</li> <li>Required to maintain effective relationships within own area of responsibility.</li> <li>Manages and ensures consistency of the employment experience in own area.</li> </ul><br><b>Impact &amp; Influence:</b> <ul style="list-style-type: none"> <li>May be required to make a variety of decisions, some complex in nature, with concern for impact on others.</li> <li>Actions may have internal and external impact/influence.</li> <li>Provides guidance and shares knowledge with colleagues relating to own specialism.</li> </ul><br><b>Thinking Challenge:</b> <ul style="list-style-type: none"> <li>Required to identify, assess and resolve complex issues/problems within own area of responsibility.</li> <li>Sufficient job knowledge to enable the analysis of principles and concepts.</li> <li>Designs and develops a continuous improvement approach within own area.</li> </ul><br><b>Customer Service:</b> <ul style="list-style-type: none"> <li>Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.</li> </ul> |                     |              |  |
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You are also required to undertake any other duties within your capabilities as may be reasonably required.