

# Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

## Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

## How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

### Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

#### Our Standards

Be inclusive  
Be a leader

#### Our Behaviours

Be adaptable  
Be smart working

### Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

#### Our Standards

Be knowledgeable  
Be skilled

#### Our Behaviours

Be collaborative  
Be smart working

### Own it

Take personal responsibility for making things happen and seeing things through.

#### Our Standards

Show integrity  
Be ethical

#### Our Behaviours

Be empowered  
Be accountable

### Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

#### Our Standards

Be an advocate

#### Our Behaviours

Be supportive  
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

# Post Sales Approvals Officer

## Who is in my team?

Team	Programme and Post Sales Services
Line Manager	Senior Post Sales Approvals Officer
My direct reports	N/A

## What's my role?

To provide Post Sales services to shared owners, freeholders and leaseholders, ensuring that the terms and requirements of the lease or charge are met. To provide Pre- Sales services to the New Homes Team ensuring that valuations and price lists are kept up to date and Moat's sales exposure is monitored. To provide Post Sales services to homeowners including lease extensions, notices, home improvements and management packs.

## What am I accountable for?

- To deal with sub-letting enquiries; and liaise with Neighbourhood teams where required, whilst ensuring subletting is permitted.
- To deal with enquiries relating to re-mortgage and assignments of a lease or charge.
- To deal with the Right to Buy or Right to Acquire processes to completion ensuring timescales are adhered to.
- To ensure that that price lists for all new build shared ownership schemes are produced in readiness for marketing purposes to enable off plan sales. Valuations must be requested before expiry and any amendments to price lists completed within timescales.
- To request updated valuations for new build properties before expiry, ensuring any drop in values are notified to the Senior Post Sales Services Manager.
- To raise all Capital Payments for Development contracts, ensuring that all payments are made within required timescales.
- To grant authorisation for home improvements and other works to properties where Moat have an interest, ensuring the correct process is followed to reduce risks for Moat.
- To provide leasehold management packs as required for all leaseholders, ensuring that all information is correct and acquired within timescales from colleagues around the business.
- To deal with lease extension enquiries and handle lease extension cases from application through to completion.
- To lead on the Notice processes for Shared Owners, Leaseholders and Freeholders. To ensure that they are receipted and returned within timescales, also providing the necessary certificates (if applicable).
- Process approval of Joint to sole tenancy for Discounted Rent customers whilst ensuring affordability is assessed.
- Ensure bereavement cases are being dealt with in a sensitive manner.

- Assess applicants suitable for flexible tenure and progress cases satisfactory and affordable outcomes.
- Provide outstanding customer service to all customers and stakeholders.

To carry out all duties in accordance with Moat's:

- Equal opportunities policy
- Health and safety policy
- Policy on confidential reporting (whistle blowing)
- Charitable Status Policy
- Cash Purchase Policy
- Affordability Policy
- Allocations Policy

To ensure compliance with:

- Property Misdescriptions Act 1991
- Consumer Protection from Unfair Trading Regulations 2008
- Consumer Credit Act 2006
- Financial Services Act 1986
- General Data Protection Regulation 2018
- Money Laundering Regulations 2003

To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.

## What do I need?

### Entry Requirements :

- A good standard of education, with good written English and maths.
- Proficient in the use of MS Office suite and in the use of customer contact database systems and records.
- A good knowledge of property leasehold and property management
- An understanding of Right to Buy, Right to Acquire, Lease extensions and subletting
- Appropriate means of transport. A full driving licence is desirable but not compulsory.
- Highly organised, solution-focused problem-solving skills, able to work under pressure in a dynamic sales environment and manage high volume of projects and deadlines.
- Ability to work with minimal supervision and to deliver quickly.

### Proficient Requirements :

- A thorough and detailed knowledge of Right to Buy, Right to Acquire, shared equity and shared ownership.
- A working knowledge of the relevant legislation as set out in the job description.
- An understanding of the principles of leasehold management.
- Demonstrable experience of achieving and exceeding targets and achieving KPI's.