Job Description

Job title:	Property Transaction Officer
Reports to:	Assistant Director of Asset Strategy
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything
we do.

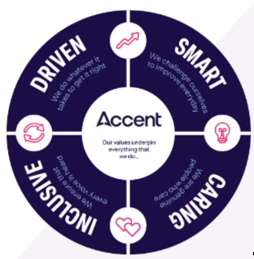
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Property Transaction Officer, you will play a lead role in the delivery of Accent's property disposal and portfolio optimisation programme. Working closely with colleagues, customers and external partners, you will coordinate activities that support the successful sale, transfer or acquisition of identified properties and other non-core asset disposals. Through effective stakeholder engagement, programme coordination, data management and reporting, you will ensure transactions are delivered efficiently, compliantly and in line with Accent's strategic objectives, while maintaining a strong focus on customer experience and value for money.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As a Property Transaction Officer, you will contribute to the successful delivery of business priorities through effective organisation, collaboration and attention to detail. Working with a broad range of internal and external stakeholders, you will ensure property transactions are managed professionally, transparently and efficiently. By providing accurate information, coordinating activities and maintaining strong working relationships, you will support informed decision-making and positive outcomes for both customers and the organisation.



Accent

Key Responsibilities and Duties

- Directly delivering tasks and activities within the property disposals programme to achieve a circa £3m per annum receipt.
- Act as the lead officer for property stock swaps or acquisitions in line with our Asset Management Strategy.
- Processing documents and data in accordance with deadlines and to expected qualitative standards.
- Take the lead with internal and external stakeholder liaison including ensuring delivery of requirements by stakeholders.
- Manage a budget of circa £200k per annum for legal and professional fees to achieve a minimum of £700k disposals surplus.
- Leading on project elements within the overall property disposals programme.
- Where required producing performance information for presentation to senior management.
- Supporting the Assistant Director of Asset Strategy by working with externally appointed consultants and other professionals.
- Lead on meetings with a range of key internal and external stakeholders as required to deliver the sales programme.
- Deputise for the Assistant Director of Asset Strategy in relation to the disposals/acquisitions programme as required.
- Work collaboratively to evaluate and share good practice and achieve continuous improvement in ways of working.
- Ensure all necessary programme documentation is completed and maintained to a high standard of accuracy and professionalism.
- Work transparently with an emphasis on customer focus.

The must haves:

- Experience leading property disposals, acquisitions, stock rationalisation or asset management activities.
- Strong organisational skills with the ability to manage multiple activities, deadlines and competing priorities.
- Experience coordinating activities across a range of internal and external stakeholders.
- Ability to gather, analyse and present information in a clear and concise manner.
- Strong communication and relationship-building skills.
- Good commercial awareness and understanding of confidential and sensitive information handling.
- Excellent IT skills, including Microsoft Excel, Word, PowerPoint and Outlook.
- Customer-focused approach with a commitment to delivering high-quality outcomes and service excellence.

The added extras:

- Knowledge of housing sector regulation and the wider challenges facing registered providers.
- Knowledge of property transaction processes and governance requirements.
- Experience working with consultants, legal representatives, surveyors or external professional advisors.
- Degree or professional qualification in property, housing, business, project management or a related discipline.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.