

# Job Description

<b>Job title:</b>	New Homes Assistant
<b>Reports to:</b>	New Homes Aftercare Manager
<b>Responsible for:</b>	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.

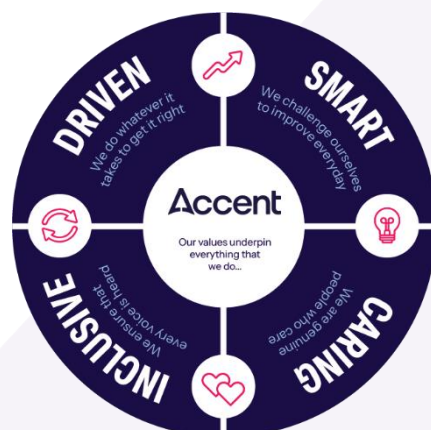
As a New Homes Assistant, you will play a vital role in the new build customer care journey. Your responsibilities will include managing customer completions and providing thorough home demonstrations to our shared ownership customers. You will also conduct void inspections on shared ownership properties and assist the New Build Aftercare Manager during customer care inspections. In addition, you will carry out monthly void inspections to ensure properties are in optimal condition prior to completion. You will coordinate access for developers to carry out necessary defect repairs. Collaborating closely with both the sales and aftercare teams, you

will help ensure a seamless and positive experience for customers as they transition into their new homes.

We're a team of passionate, dedicated people, working to drive change for the better. We're building something special here, and we want driven, creative individuals to join us on this exciting journey.

## 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.



## Key Responsibilities and Duties

- Manage empty properties that have been acquired for development, ad hoc properties for sale/disposal and new build properties that have been handed over but not sold. Support with organising keys, security if appropriate, utilities, grass cutting etc, cleans and repairs.
- Complete weekly void checks on new build Shared Ownership properties and maintain accurate records.
- Ensure in-depth knowledge of the operation of the properties on schemes prior to handover, building relations with site and customer care staff working for contractors and developers.
- Assisting in introducing the customer to the property, explaining how it works pointing out key operational aspects e.g., heating controls etc. manage the customer's expectations, provide key contact information, and explain the resident manual.
- Minor Post-Handover Works, working with the Development and Sales, manage minor post-handover works – e.g., extra signage, maintaining site tidiness.
- Assist the New Build After Care Coordinator with access issues; ensuring customer contact is made by phone, email or letter depending on the level of urgency.
- Raise defect works orders to contractors and developers.
- Obtain quotations for works when requested, instruct the works once approved, request confirmation of completion and recommend final invoice to be processed for payment by others.
- Assist with the investigations of formal complaints per the Housing Ombudsman Guidelines.

## The must haves:

- Excellent administrative and organisational skills, with a proven ability to manage multiple tasks in a fast-paced environment.
- Strong communication skills, both written and verbal, with the ability to build positive relationships with internal and external stakeholders.
- Proficiency in Microsoft Office, including Word, Excel, and Outlook, with experience in maintaining accurate data records in database systems.
- A proactive attitude with a commitment to delivering exceptional customer service and meeting team targets.
- A self-starter with the ability to work unsupervised and as part of a team.
- Problem solving skills and the ability to develop solutions, ability to probe for information and diagnose issues.

## The added extras:

- Knowledge of the shared ownership scheme and other low-cost home ownership schemes
- Knowledge of the new build aftercare process.
- Experience working in a fast-paced environment, ideally within a housing association, estate agency, or new homes developer.
- Access to a car and willingness to travel for occasional events and to support the sales team.

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.