

MTVH ROLE PROFILE

Date: January 2020

Role Title (External)	Aftersales Consultant - Staircasing	Directorate	Development	Location (based)	Farringdon, EC1N 8JS
Reports To	Aftersales Manager	Function / Team	Residential Investment	Geographical Spread	
Direct Reports (Number)	None	Budget Sign-Off Approval Level	N/A	Suitable for Agile Working Options	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
DBS Check Required	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes for DBS check, which level is needed? Enter statement below as applicable.			Driving Licence	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
				Insurance check required	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>


Overall Responsibility:

Provide an excellent staircasing progression and completions service ensuring a highly professional experience for all stakeholders.

Progress all staircasing activities through to completions within the agreed timescales set by management

Communicate effectively with home owners who engage with the staircasing team, read and interpret leases to give effective and prompt advice to customers and other key internal and external customers.

Key Responsibilities and Outcomes

- To handle customer enquiries (by telephone, email, post) in a professional and supportive manner, displaying product knowledge.
- Read and interpret leases and give effective advice to customers and other key internal and external stakeholders regarding all Staircasing activities.
- Log all customer contacts, maintaining accurate records using the appropriate database and case management systems.
- Collate audit compliant application packs, carry out relevant checks on shared owners if cash sums to be used and follow anti-money laundering procedures.
- Carry out relevant checks and effectively manage all staircasing caseload and help to achieve or exceed the staircasing targets.
- Ensure that all activities are progressed in accordance MTV staircasing policies and procedures and money laundering regulations.

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- Support customers during the staircasing process by providing effective advice on the procedure and keeping the customer updated on the progress of their case.
- Provide effective advice and interpretation of leases and home ownership issues to internal and external stakeholders.
- Prepare weekly reports on own staircasing activities and progressions, ensuring performance standards are met and progress is charted and procedures are complied with.
- Develop and keep up to date with staircasing technical knowledge and relevant legislation.
Ensure that customer data is held in strict compliance with General Data Protection Regulation (GDPR) and best practice across the team.

Personal Competencies	Skills / Experience / Knowledge
<ul style="list-style-type: none"> • Practical Knowledge of Home Ownership products and money laundering regulations • Ability to interpret leases and have broad legal knowledge of staircasing process • Demonstrable understanding of the legal process staircasing process & transactions • Ability to work with minimum supervision and to extremely tight deadlines. • Ability to interpret financial information and broad knowledge of Financial Assessments • Ability to use a broad range of IT systems • Understanding of mortgages and mortgage market. • Educated to GCSE level C (or equivalent work experience) 	<ul style="list-style-type: none"> • Proven experience of providing excellent customer service to all stakeholders • Experience of working to tight deadlines to achieve monthly targets • Evidence of championing customer service and innovation in service delivery • Flexible approach and strong commitment to Equal Opportunities • Demonstrable continuous business improvement philosophy and practice • Providing staircasing services to third parties and customers. • Experience of building excellent customer relationships with all stakeholders