

MTVH ROLE PROFILE

Date: 25/11/2025

Role Title (External)	Progression Administrator	Directorate	Development	Location	London
Reports To	Progression Manager	Function / Team	Residential Investment	Geographical Spread	National
Direct Reports	No	Budget Sign-Off Approval Level	Has no direct of quantifiable impact on budgets	Suitable for Agile Working Options	Yes ☒ No ☐
DBS Check Required	Yes ☐ No ☒ If yes for DBS check, which level is needed?			Driving Licence	Yes ☐ No ☒
				Insurance check required	Yes ☐ No ☒

DBS Not Required

Overall Responsibility

To provide an effective administrative service to the Progression Team, helping them to deliver the Regional Shared Ownership and Private Sale Budgets. Ensuring all compliance requirements are met plus the delivery of a consistent customer focused journey.

Key Responsibilities and Outcomes

- Supporting the customer's journey from acceptance of their 'Offer' to 'Legal Completion'. Ensuring that deadlines are met, the customer is kept informed, paperwork is right first time and completed on time.
- Responsible for supporting the maintenance of key business and regulatory systems, ensuring the input with of accurate sales data within required time scales so that MTVH can monitor progress and comply with statutory reporting requirements.
- Ensuring customer correspondence is fully recorded on the company's CRM system (Salesforce) and all other data required inputted on the relevant system.
- Prepare and record the signing of MTVH legal documents relevant to each transaction, including supporting the signing and sealing of legal documents and recording the receipt of counterpart leases within required timescales.
- Responsible for ensuring that the data provided by colleagues is uploaded to CORE digital for Sales transactions. All data to be entered right first time with 100% accuracy, minimising CORE queries. To provide evidence of monthly and annual reconciliation to demonstrate compliance.

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- Updating customer details on government and local authority data collection websites - Responsible for ensuring service charge accounts are created, data capture forms generated, and financial transactions completed for all sales completions within business timelines ensuring accuracy of data inputted onto business systems. - Arranging and booking Valuation appointments on behalf of the Sales Team and home demonstration appointments on behalf of the Customer Care team. - Co-ordinate the completion of weekly schedules to record down valuations and cancellations in line with business requirements. - Participate fully in operational compliance led 'health checks and other cross functional projects as required. - To carry out other duties as may be assigned by the Progression Manager.	
Personal Competencies	Skills / Experience / Knowledge
- Proven administration experience including the ability to work independently with minimum supervision, delivering to clear deadlines. - Able to build and manage relationships with key internal and external stakeholders (Solicitors and Financial Advisers) - Able to understand and input accurate right first-time data provided through the sales transaction - Self-motivated with a positive and problem-solving attitude	- A good knowledge of Shared Ownership and Private Sale homes - Able to demonstrate an understanding of property conveyancing and sales transactions. - An interest in the property market. - Excellent Organisational skills - Proven ability to work independently and within a team - Excellent attention to details - Proven experience of delivering excellent customer care. - Proven experience of using CRM and IT systems (training will be provided) - IT and numeric literacy
General Responsibilities	
- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization. - Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity. - Play an active role in contributing to effective cross team working and provide cover for colleagues as required. - To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy. - To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all. - To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity	

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This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.