



Job Description

Job Title: Rents and Service Charge Officer

Responsible to: Finance Business Partner Rents and Service Charges

Job Purpose:

- To maximise income recovery for the Trust focusing on rents and service charges for tenants, shared owners and leaseholders.
- To be able to calculate service charge budgets and actuals
- To work as part of a team to provide a high quality service to all customers with regard to their service charge.

Salary:

Key Responsibilities:

- Work under the direction of the Finance Business Partner to set service charge budgets for all existing stock annually, complying with tenancy agreements, leases and current legislation; and to notify customers accordingly for review by the Finance Business Partner;
- Liaise with the facilities team to ensure accurate calculation of the costs in the service charge statements and budget;
- To calculate social rents and service charges for properties which are to be re-let and update the charge on the housing management system;
- Support calculation of rents and service charges for new developments;
- Establish affordable rent charges for relets using market data for review by the Finance Business Partner;
- Read leases and tenancy agreements to find relevant paragraphs on costs which identify services that the tenant should be charged for under the tenancy agreement;
- Issue the ground rent invoices on an annual basis;
- To ensure existing sinking funds are up to date and accurately recorded, and following annual reconciliation, notify residents of balance of sinking funds;
- Monitor service charge income and expenditure throughout the year in order to highlight any potential overspends;



- Prepare the monthly rent debit analysis to ensure all changes in stock and rental values are accounted for accurately;
- Work with Garden City Homes to explain queries and sometimes complaints from leaseholders on their service charges and sinking funds;
- To deal with any service charge related complaints/queries from tenants ensuring that the customer experience is positive, professional and within set timescales at all times;
- Draft service charges for new Right to Buy/Acquire leaseholders in liaison with the Leasehold Officer, including input into the s125 Offer notice;
- Support other finance team members when required the collection and calculation of other income such as solar panel income, telecom mast income and commercial rents;
- To carry out any other duties commensurate with the post as necessary; and
- Contribute to companywide projects and improvement activities. In particular, be part of the team with the Finance Business Partner to work on the service charge project which aims to recover more service charge income.



Person Specification

Rents and Service Charge Officer

SECTION	CRITERIA
Education & Qualifications	• GCSE or equivalent Grade C or Level 5 or above in English and Level 6 in Maths is essential. • AAT qualified or equivalent desirable;
Skills, Knowledge & Experience	• Experience of working in a busy finance environment in a similar role; • Strong organisational skills with the ability to manage many small tasks at once. • Effectively time manage and prioritise a varied workload; • Be able to communicate effectively to both customers and colleagues ie Understand the customer's perspective and be able to speak and talk to customers about their rents and service charges in a way that customers can understand • Ability to communicate financial concepts effectively to non-finance minded colleagues or customers; • Be comfortable reading leases and tenancy agreements to understand the legal position for WCHG and customer; • Have a flexible approach to working, being able to work on own initiative and as an effective member of a team; • Good attention to detail and meticulous approach;



	• Strong IT skills, particularly in Excel; • Self-motivated and work under own initiative; • Take ownership of tasks and see through to completion; • Willing to undertake tasks and assume responsibilities outside of direct job role tasks; • <u> </u>Challenge existing processes/practices and implement service improvements.
Key Responsibilities of Role	
• To maximise income recovery for the Trust focusing on rents and service charges for tenants, shared owners and leaseholders; • To be able to calculate service charge budgets and actual; • To work as part of a team to provide a high quality service to all customers with regard to their service charge.	
Key Team Relationships	
Key Internal working relationships are with: • Operational Teams across the Group • Colleagues and service users Key External working relationships are with: • Customers- tenants, leaseholders, shared owners, commercial tenants.	