



Job Description

- Job Title:** Rents and Service Charge Manager
- Reports To:** Assistant Director of Finance
- Direct Reports:** 2 Finance Business Partners and 2 indirect reports of Rent and Service Charge officer
- Job Purpose:** To lead the Rents and Service Charge function, maximising income whilst creating fairness and transparency for our customers.
- Ensure all social, affordable and shared ownership rents and service charges are set accurately.
- Ensure compliance with all financial, statutory and regulatory requirements through timely completion of service charge statements, estimates and the SDR.
- Lead the Service Charge Project as part of the Business Transformation Agenda

Salary Band:

Key Responsibilities

- Lead a rent and service charge accounting service team across the Group. It must meet all timescales for social tenures and ensure that all legal and regulatory requirements are met;
- Have oversight over other income sources ensure that income is maximised from areas such as telecom masts, solar panels and commercial rents;
- As a senior leader responsible for all the calculation and communication of income for WCHG, the role must take responsibility for the accuracy of the calculations and that appropriate checks are made;
- Ensure that all service charge statements are calculated accurately by the team and sent to customers in a timely manner;



- Manage controls to monitor actual performance of service charge actuals against estimates, analysing variances and taking corrective actions or consultation if needed;
- Oversee the budget process of setting service charges by the service charge team;
- Oversee the management of sinking funds by the rents and service charge team, ensuring funds are enough to meet the long term requirements.
- Support colleagues outside of the team in other departments forming good relationships to understand service charges e.g. the importance of Section 20 and any service review which includes costs from service charges;
- Legal understanding to review tenancy agreements and leases to consider whether obligations and rights of WCHG and customers are being fully carried out;
- Understand and oversee the process of completing Section 125 and LPE1 forms for sales of properties under Right to Buy/Acquire and further sales of these leasehold properties;
- Be the senior lead on service charge complaints, ensuring the customer's concerns are fully investigated and explained;
- Form good relations with the development team and ensure a good practice in costing out service charges for new developments.
- Work with the Procurement Team to ensure that all services with the charges to customers are procured regularly and are Value for Money for our customers;
- Attend the leasehold forum and answer questions in an appropriate manner from leaseholders;
- Lead the business transformation agenda for service charges (the Service Charge Project) for WCHG. Organise staff to deliver these objectives and liaise with senior managers;
- Lead the Rents and Service Charge Project (part of Business Transformation agenda). A project which will look to recover between £3m-£5m over 5-10 years. This project will cover many areas including:
 - Reviewing all costs included within current charges to ensure Value for Money for the customer and WCHG
 - Reviewing, calculating, amending and consulting the potential of adding other service costs
 - Increasing service charges of properties with sufficient customer consultation which have not had an increase in several years.



-Reviewing of apportion of service charge costs to our customers.

-Reviewing leases and obtaining legal advice to consider the possibility of a full disaggregation of service charges from rents.

- Record the financial and non-financial benefits from the improvements gained from the service charge project;
- Manage the service charge work load throughout the year ensuring that the peak times in the year of budgeting and statement production are managed correctly and the less intense times are effectively used for project work;
- Ensure the accurate completion and submission of the Statistical Data Return to the Regulator of Social Housing.
- To seek continuous improvement in the efficiency and accuracy of the service finance provides, to deliver a customer focused, responsive and Value for Money service;
- Be willing and able to present information to any audience, particularly leaseholders, tenants and committee/Board members;
- To actively pursue own development and take advantage of learning and development opportunities;
- Be able to respond and answer queries from stakeholders including the executive team, our funders and the regulator;
- To work with the Strategic Finance Manager and the Operational Finance Manager to create the senior management team of the finance department reporting to the Assistant Director of Finance. The team needs to work together on large projects such as systems and provide a collective leadership;
- To provide cover to both the Strategic Finance Manager and Operations Finance Manager to manage staff and projects;
- Deputise for the AD in meetings at the executive and board level; and
- To carry out any other duties commensurate with the post as necessary.

Budget and financial responsibilities

- To manage the Group budget setting process of service charges reporting to the AD of Finance;

Organisational Responsibilities



- To contribute to Group-wide projects such as service review and Business Transformation activities, providing advice, guidance and information on solutions to meet current and future business needs;
- To ensure the delivery of departmental strategic objectives;
- To actively scan the external environment including government and legislative changes for tenants and leaseholders and make appropriate recommendations to amend service delivery;
- Understand the finance regulations and the implications for the finance team on a day to day basis;
- To deputise for the Assistant Director of Finance at board or committee meetings as appropriate;

People Management

- Be a good role model for the finance team, mentoring those progressing through their exams and career and motivating those that are qualified and at the level they wish to be at.
- To set, monitor and performance manage objectives for first line reports and the operational finance team as a whole;
- To provide effective management, guidance and support to team members;
- To provide a consistent, excellent service to the Group's customers through the effective management of staff;
- To highlight areas of training and development for individual team members, where required to deliver this training or arrange with HR to source externally;
- To manage individual performance in a fair and objective manner, consistent with the organisation's procedures, strategic objectives and values in order to support the delivery of customer focused value for money services;
- To manage attendance and absence to ensure continuity of service delivery and ensure that appropriate action is taken, in accordance with the Group's policies and procedures to deal with sickness absence; and

Health and Safety Responsibilities



- To take a lead role in relation to the efficient and effective management of health and safety issues in own business area.

General

- To be able to drive and have a clean current driving licence is essential for this role;
- To deliver all services in accordance with Wythenshawe Community Housing Group's policies and procedures;
- To promote and embed equality and diversity as an integral aspect of working for Wythenshawe Community Housing Group, leading by example as a manager;
- To undertake training and attend meetings as required and as directed by Assistant Director of Finance;
- To ensure compliance with relevant legislation at all times;
- To carry out any other duties which are consistent or commensurate with the role and/or as directed by senior management within the Group.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.



Person Specification

Rents and Service Charge Manager

SECTION	CRITERIA
Education & Qualifications	<ul style="list-style-type: none"> • Relevant professional qualifications relevant to the role e.g. Project planning, CCAB, AAT, ILM • GCSE or equivalent Grade C or Level 5 or above in English and Level 6 in Maths is essential. • Some form of further education is desirable;
Skills, Knowledge & Experience	<p>Soft skills</p> <ul style="list-style-type: none"> • The ability to effectively manage time and prioritise a varied workload; • Confident verbal and written skills enabling effective communication internally, making financial information easy to understand for all levels of seniority of colleagues; • Professional but appropriate written and verbal communication with our leaseholders and tenants; • Proven customer service experience • An ability to present to an audience is desirable; • Have a flexible approach to working, adapting to change well; • Commitment and understanding of the need to deliver services with a clear focus on value for money; • Experience in leading a team of professionals and mentoring them by being a good role model; • Meticulous and methodical;



	<ul style="list-style-type: none"> • Is a natural problem solver; and • An awareness of the commercial impact of decisions; • Experience in implementing new systems and project management are desirable. <p>Technical skills</p> <ul style="list-style-type: none"> • Proved experience at leading a rents and service charge function • Experience at reviewing and analyzing financial information and reporting the results; • Have skills in process engineering; delivering tasks in the most efficient way and ensuring accuracy; • Project management skills are desirable; • Have strong IT skills, particularly in Excel and an ability to understand software systems to maximise their benefit; • A good knowledge of the following is needed, <ul style="list-style-type: none"> - Government Policy Statement for Rents for Social Housing 2019, - Regulator of Social Housing Rent Standard 2020 and; - Landlord and Tenant Act 1985 & 1987 (particularly Section 20.) • An understanding of Section 125 and LPE1 forms is required • Experience of cost accounting is desirable.
Key Responsibilities of Role	
<ul style="list-style-type: none"> • To lead the Rents and Service Charge function, maximising income whilst creating fairness and transparency for our customers. • Ensure all social, affordable and shared ownership rents and service charges are set accurately. • Ensure compliance with all financial, statutory and regulatory requirements through timely completion of service charge statements, estimates and the SDR. • Lead the Service Charge Project as part of the Business Transformation Agenda 	



Key Team Relationships
<p>Key Internal working relationships are with:</p> <ul style="list-style-type: none">• Senior Managers• Assistant Directors and Executive• Operational Teams across the Group• Colleagues and service users <p>Key External working relationships are with:</p> <ul style="list-style-type: none">• Partners / Agencies such as Auditors and other Registered Providers• Leaseholders and Tenants