



Job Description

Post	Service Charge Advisor	Grade	PO2
Directorate	Housing	Responsible to	Service Charge Manager
Team	Service Charges	Responsible for	-

Purpose of Job

Act as first and main contact regarding service and administration charges, ensuring timely, efficient and meaningful responses.

Assist leaseholders and shared owners to sustain their leases.

Assist the Service Charge Manager to provide the billing and apportionment service.

Maximise income through the effective management of homeowner accounts.

Provide an effective, proactive and resident-focused income collection service, balancing prevention, support, and recovery.

Main Duties and Responsibilities

1. Act as client to Poplar HARCA's solicitor, monitoring performance and ensuring transparent and accountable case management
2. Assist with the timely production service charge statements, estimates, actuals, interim and final accounts and ad hoc bills, ensuring charges comply with lease provisions and statutory requirements
3. Collate information, and use it to respond to enquiries, complaints and disputes
4. Develop and enhance relationships with statutory and third-sector partners
5. Effective information management, including sharing information in accordance with agreed protocols
6. Encourage and support residents to make welfare benefits and grant applications
7. Engage with leaseholder forums such as Estate Boards, Resident Associations, surgeries, and statutory and non-statutory consultations
8. Ensure all enquiries are answered promptly to ensure a high level of customer care is maintained
9. Ensure estimates, actuals, interim and final accounts and ad hoc bills are produced on time
10. Evidence based recommendations are actioned
11. Identify at-risk residents and ensure that they are provided with appropriate support and advice
12. Identify ways in which the service can be improved, reflecting resident feedback
13. Lead for arrears legal enforcement
14. Lead for County Court procedures including liaison with court officials, bailiffs and legal services
15. Lead for First Tier Tribunals and County Court proceedings
16. Lead for service charge casework

17. Maintain knowledge of lease, statutory and regulatory obligations, best practice and legal precedent
18. Maintain up-to-date knowledge of legislation, case law, policies and procedures
19. Manage escalated or complex issues
20. Meet one-to-one with residents on and off site, flexible on days and times to facilitate out of office hours requests
21. Meet with tenants at home, in the office or in other appropriate venues
22. Minimise service charge costs through efficient and thoughtful working practices
23. Negotiate, monitor and manage repayment arrangements
24. Plan, attend and follow-up enquiries from resident meetings and forums
25. Prepare bad debt cases for write off in accordance with policy and procedure
26. Prepare cases for, and represent Poplar HARCA at, Court, mediation and other tribunals
27. Prevent and reduce arrears and other debts
28. Proactively identify and prioritise accounts for escalation
29. Provide accessible advice and assistance and support
30. Receive and respond to statutory observations and responses
31. Recommend compensation and arrange associated write-offs
32. Represent Poplar HARCA at case conferences, consultation meetings, resident meetings and governance forums
33. Resolve disputes
34. Respond to enquiries within statutory timescales
35. Working knowledge of welfare benefits
36. Work proactively to minimise arrears and disputes

General

Perform other duties as may be reasonably required by your line manager.

Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.

Undertake out of hours work.

Person Specification

Post: Service Charge Advisor

Grade: PO2

Team: Rents

Directorate: Housing

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. GCSE English and Maths; or comparable/equivalent qualifications/ experience
2. Skills	Can: a. Engage in straight-talking b. Facilitate meetings, groups and forums c. Improve performance d. Use technology proficiently e. Use written and oral skills to influence, negotiate and persuade f. Work effectively with peers, partners and others
3. Experience	Has: a. Applied legislation, regulatory guidance, policies and procedures b. Delivered in a complex environment c. Managed arrears casework d. Met deadlines in a fast-paced, high-pressure environment e. Represented cases in Court
4. Knowledge	How to: a. Apply legislation, regulation, best practice and legal precedents related to leasehold and service charges b. Interpret a lease c. Maintain appropriate systems and procedures d. Present information in an appropriate format to a variety of audiences e. Provide welfare benefits advice f. Work in and with diverse communities
5. Key Competencies	a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving