

Finance Operations Manager- Rents & Receipts

Finance

Overview	
Role Purpose	<p>The primary focus of this role is to drive excellent performance and high satisfaction in the processing of income and rent accounting for Notting Hill Genesis. To ensure auditory compliance of implemented processes, monitor controls and ensure effectiveness and consistency of the team's performance.</p> <p>Manage a team of Finance Officers and a Supervisor to ensure efficiency of delivery to agreed timetable.</p>
Responsible for	<ul style="list-style-type: none"> • Ensure complete and accurate rent accounting across the group • Develop and implement departmental processes and systems improvements • Lead and manage a team of five staff members
Reports to	Head of Finance Operations
Line management	<p>1 x Supervisor</p> <p>4 x Finance Officers</p>
Date	November 2018

Role relationships	
Internal	<p>Service charge team</p> <p>Income Services/Housing Officers</p> <p>Reconciliations</p> <p>Home Ownership Team</p> <p>Leasehold Team</p> <p>IT Analysts</p> <p>Other teams within Finance (e.g. AP, AR,)</p> <p>Sales team</p>
External	<p>HB Offices</p> <p>Allpay</p> <p>Banks/Financial Institutions</p> <p>Auditors</p>

Role accountabilities

Principle Accountabilities

- Ensure the team deliver complete and accurate rent accounting across the group through
 - i) posting all payments including Housing Benefit onto systems accurately and promptly while ensuring the team deliver a high-quality customer focused and responsive service both internally and externally
 - ii) dealing with queries and adjustments to accounts promptly and within agreed timescales
 - iii) the effective management of suspense accounts and the team inbox to minimise delays with transactions being posted to the correct accounts
- Drive continuous improvement of the service through project involvement to support technical developments and enhancements to system data and processes.
- Manage the Rents receipts team's performance, ensuring targets are met within the required timeline and reflected through KPIs
- Manage a team of 4 Finance Officers and one Supervisor ensuring that objectives, 1:1s and individual learning plans are in place
- Provide support, advice and guidance to staff as appropriate dealing with escalated queries and issues
- Maintain relationships across Notting Hill Genesis by representing the team in other directorates as appropriate
- Develop and maintain up-to-date procedures on tasks within the team.
- Ensure appropriate training and opportunities are provided to all team members allowing all staff to perform each task confidently and efficiently and develop within the role
- Liaise with the auditors and ensure timely provision the information to internal and external auditors as required.
- Provide training to front line staff in rent collection payment methods

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
Service improvement	<ul style="list-style-type: none"> Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Communication and inclusion	<ul style="list-style-type: none"> Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.
Management	<ul style="list-style-type: none"> Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development.
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<p>Experience (Technical)</p> <ul style="list-style-type: none"> Able to demonstrate previous experience successfully delivering in a customer focussed business, securing value for money and high levels of customer satisfaction. Previous work experience in managing and processing high volume transactions in a medium to large organisation. Demonstrate excellent customer service skills and achieving satisfactory outcomes Demonstrate excellent written and verbal communication skills The post holder will be expected to have an appropriate level of numeracy and have worked in a similar financial environment Experience in the use of IT at a competent level Experience of dealing with queries and achieving satisfactory outcomes. <p>Knowledge</p>

Role profile

	<ul style="list-style-type: none"> • Experience of managing a team achieving excellent performance within a challenging environment • Good understanding of transactions within a housing sector • Awareness of financial regulations and compliance • Good MS software knowledge on Excel and Word • Knowledge of a housing management system processes
Skills	<ul style="list-style-type: none"> • Experience of delivering a high quality, customer focused and responsive service to customers. • Ability to demonstrate appropriate technical and professional skills • Excellent communication skills at all levels, both with financial and non-financial internal & external stakeholders • Excellent interpersonal skills in people management
Qualifications and/or professional membership	<ul style="list-style-type: none"> • Strong evidence of substantial experience and knowledge of accounting principles and techniques and evidence of being able to apply these.

Role requirements	
DBS	<ul style="list-style-type: none"> • None
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none"> • Adherence to GDPR requirements