**Service Charge Officer**

Business Improvement Directorate

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| **Overview** |
| **Role Purpose** | The Business Improvement Directorate ensures the Group is robust in terms of regulatory and legislative compliance and strives to assist the business to continuously improve.  |
| **Responsible for** | Supporting delivery of the service charge setting cycle, that these are coordinated and run effectively. Providing operational support to the housing team to ensure compliance with NHGs Service Charge Policy and Procedure, and the relevant legislation. Faciliating delivery of the Service Charge Setting Cycle. |
| **Reports to** | Service Charge Lead |
| **Line management** | N/A |
| **Date** | 16th April 2021  |

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| **Role relationships** |
| Internal |  Housing, Leasehold, Finance, IT, Development |
| External | Tenants, Residents Associations, Suppliers, Third Party Managing Agents, MP’s, Ombudsman, Local Authority, Solicitors, Regulator, Auditors, Other registered providers |

| **Role accountabilities** |
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| * Maintain an awareness of the relevant developing legislations and best practice in service charges, becoming an expert in your field
* Provide support and guidance to the Housing Teams with the budget setting cycles for variable and fixed service charges, year-end reconciliations and annual consultation process to drive consistency and compliance.
* Ensure that budgets and cycle trackers are created and the legal management structures of schemes are documented in Ensemble and easily accessible to Housing teams.
* Understand new schemes and assist with the preparation of new scheme estimates, review of new scheme service charges, annual estimates, audit requirements.
* Support the Housing Team to understand queries related to all service charge transactions, and related to budget setting or accounts cycles.
* Assist with providing low level information to external auditors during the audit process
* Support and upskill housing teams to prepare documentation under section 22 of the Landlord and Tenant Act 1985 for the resident to inspect.
* Provide guidance to housing teams, as required, on how to analyse service charge income generated against costs incurred and how to makeadjustments to service charge accounts
* Work with the relevant departments to ensure service chargeable costs can be identified and recovered. Assist with identifying and recording expenditure that cannot be recovered through service failure.

**Business Improvement** * Ensure that work is delivered to a consistently high standard at all times.
* Identify the needs of the customers and ensure that focus is maintained on service delivery.
* To be a Subject Matter Expert on relevant projects as required.

**Support*** Provide support and cover across the Service Charge Team

**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.
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| 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.

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| **Role behaviours** |
| Customer focus | * 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
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| Accountability and delivery | * Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
* Recognise value adding opportunities in project appraisal and provide advice and support accordingly.
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| Service improvement  | * 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.
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| Communication and inclusion | * Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.
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| As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate. |

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| **Essential knowledge, experience and skills** |
| Professional expertise(knowledge & experience) | * Knowledge and/or experience of both variable service charge delivery
* Understanding of Landlord and Tenancy obligations contained in Occupancy Agreements (Freehold documents, Leases & Tenancy Agreements)
* Knowledge of interpreting leases, legal agreements, service charge deeds, terms of transfer and tenancy agreements.
* Proven experience of assisting in implementing service charges within the Housing sector.
* Proven experience of working with a variety of people at all levels up to and including Directors
* System Knowledge: Intermediate level Northgate, Intermediate Level Ensemble
* Knowledge and experience of carrying out a reconciliation of costs .
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| Skills | * Attention to detail ensuring necessary records are created and maintained
* Exceptional time management, planning, prioritisation and organisational skills with the ability to work to tight timescales and under pressure, delivering work of great accuracy and quality
* Numerate and possess the ability to provide and process information accurately and in a timely manner
* Experience of handling large volumes of data.
* Good written and oral communication skills, able to communicate financial matters to non-finance staff ; able to build trust based relationships with non-financial managers
* Effective IT skills including intermediate MS Office skills
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| Qualifications and/or professional membership | * Educated to a good standard of numeracy and literacy
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| **Role requirements** |
| DBS | * None
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| Data and information processing | * Information/Data User (all staff)
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| Data protection role | * Adherence to GDPR requirements
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