

## Landlord Payments and Billing Officer

### Temporary Housing - Commercial Directorate

Overview	
<b>Role Purpose</b>	To be responsible for paying our landlords their monthly rent and billing local authorities for rent and other charges/fees. To provide a responsive service for landlord queries relating to payments and deductions .
<b>Reports to</b>	Payment and Performance Manager
<b>Line management</b>	No
<b>Date</b>	July 2021

Role relationships	
Internal	Finance, operations, IT, asset management.
External	Local authorities, contractors, landlords, managing agents, solicitors.

Role accountabilities
<ul style="list-style-type: none"> <li>Processing landlord payments with completion of integrity checks, process hand-back of property payments to landlords, calculating landlord recharges against rent payments.</li> <li>Ensuring compliance in your work and all records are accurate and up to date, with all measures and processes being followed.</li> <li>All issues related to the landlord integrity checks are followed through to conclusion and correct information reflected on the system.</li> <li>Develop a debt recovery procedure for landlords who are overpaid.</li> <li>Responsible for all landlords queries relating to payments and deductions.</li> <li>Organise landlord mail outs and statements.</li> <li>Purchase orders and invoices processing and maintaining of records.</li> <li>HMRC returns and systems updated for overseas landlords.</li> <li>Invoicing local authorities for rents and other charges.</li> <li>Provide administrative support around the paying of landlords and billing of local authorities. This includes organising and maintaining filing systems.</li> <li>Support landlord payment related processes including mortgage default, change of ownership and landlord's change of details processes.</li> <li>To actively investigate and take ownership for any anomalies within the local authority billing or landlord payment processes.</li> </ul>
<b>General</b> <ul style="list-style-type: none"> <li>Ensure you follow the financial regulations, policies and procedures at NHG.</li> <li>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</li> </ul>

## Role accountabilities

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"> <li>• Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>• Commercial awareness / VFM in everything you do.</li> <li>• Exceeds customer expectations by displaying a total commitment to identifying and providing solutions of the highest possible standards aimed at addressing customer needs. Maintains contact with customers, works out what they need provides accurate and timely responses balanced against the organisation's needs. Ensures customers understand what services NHG provides.</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>• Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> <li>• Takes personal responsibility and accountability for own actions, for sorting out issues or problems that arise and for delivering on commitments. Is focused on achieving results to required standards and developing skills and knowledge. Perseveres with an issue or problem until the matter is settled. Establishes efficiently an appropriate course of action for self and/ or others to accomplish a goal.</li> <li>• Probes and gathers enough relevant information to understand specific issues and events. Uses information to identify problems, draws logical conclusions and suggests clear and practical solutions based upon their analysis. Readiness to make decisions and take action.</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Actively helps and supports others to achieve individual goals. An ability to express ideas or facts clearly and convince others to their own point of view. Able to pick out important information in oral communication, questioning and reactions indicate 'active' listening. Makes a good first impression on other people and maintains that impression over time.</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>• Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> <li>• Builds rapport with others, displaying trust and integrity. Understands other people's views, appreciates their motives and concerns and takes them into account as appropriate. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to all individual differences.</li> </ul>

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)	<ul style="list-style-type: none"> <li>• Experience of collating information and carrying out analysis of data to produce clear and useful information in a report format.</li> <li>• Experience of working in Finance dept. processing payments and invoicing suppliers.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Excellent PC skills including Microsoft Office packages Word and Excel. Use of Northgate is desirable.</li> <li>• Good organisation skills and experience of working with Excel to produce invoicing.</li> <li>• Accurate data entry skills</li> </ul>

## Role requirements

Data and information processing	<ul style="list-style-type: none"> <li>• Information/Data User (all staff)</li> </ul>
---------------------------------	---