

Job title:	Finance Assistant - Service Charges
Directorate:	Finance
Date written:	October 2021
Notice period:	1 month
Job grade:	GGSC - 6
Job code:	4523

Purpose of job

The primary responsibility of this role is to assist the Service Charge team Finance Officers in the undertaking of their duties. This will include entering numerical data onto our property database system, creating and amending records on our housing computer software. It will also include assisting the Finance Officers produce service charges and other charges relevant to individual tenancy agreements and acting as contact for residents and customer queries relating to the calculation of service charges. There are various recurring tasks that need to be actioned daily that you will also be expected to help with.

Key duties and responsibilities

- Creating and maintaining property records within the property database, ensuring accuracy at all times.
- Highlighting errors within the property database to the relevant departments for correction.
- Adding, removing and amending of charges on tenancies when required.
- Assisting with rent and service charge calculations.
- Entering and processing data from invoices and other sources onto our accounting software.
- Providing a frontline response to customers in matters relating to rent enquiries and service charges including telephone calls, corresponding with residents and attending resident's meetings where required.
- Completing Solicitor questionnaires relating to property sales.

- Any other duties as required by the Service Charge team.

Knowledge, skills and experience required

- A minimum of Maths and English GCSE or equivalent is required.
- High level of IT literacy and MS Excel skills.
- Confident in dealing with large volumes of data.
- Exceptional organisational skills and the ability to prioritise own workload effectively.
- Good standard of oral and written communication.
- Effective communication skills and the ability to present to a range of audiences, both financial and non-financially, through different methods.
- Ability to travel to Abri sites and offices from time to time.
- Demonstrates our Values and Behaviours.