

<b>Job title:</b>	<b>Service Charge Specialist</b>
<b>Directorate:</b>	<b>Finance</b>
<b>Date written:</b>	<b>October 2024</b>
<b>Notice Period:</b>	<b>1 month</b>
<b>Grade:</b>	<b>GG5-9</b>
<b>Job code:</b>	<b>1718</b>

### **Purpose of job**

You will manage and administer the service charge process for our rental, shared ownership and leasehold customers. This will involve producing accurate budgets, preparing timely actuals, monitoring and controlling expenditure and forecasts, ensuring compliance with legislation.

Lead on the rent review process ensuring that the relevant legislation is adhered to, and charges are applied according to our policy.

The role will integrate current service charge and rent processes into our new way of working, liaising closely with the project lead. Review and document current processes, advising where efficiencies are required.

The role will require collaboration with colleagues within the organisation as well as communicating effectively externally with residents and other stakeholders regarding rents and service charges.

### **Key duties and responsibilities**

- Manage and administer the accurate calculation, setting and issue of all service charges. This will be for our rental, shared ownership and leasehold/freehold properties over both calendar and financial years. Ensuring these are set in line with our policy and service charge legislation.
- Document and review current service charge and rent processes working closely with the project lead to identify efficiencies.
- Sole service charge and rent setting contact for the allocated portfolio of properties.

- Apportioning costs correctly to individual customers in accordance with lease and tenancy agreements.
- Review, monitor and control actual spend against budget.
- Reconcile charges back to property records, ensuring that all data sent externally matches internal records.
- Lead on rent setting, ensuring compliance with legislation, regulation, policy and best practice
- Review new development service charges, reporting any analysis back to the relevant team.
- Creating and maintaining property records within the property database, being the first point of contact for any queries regarding their upkeep.
- Frontline response to residents in matters relating to rent enquiries and service charges, including attending residents meetings where required.
- Estimate expenditure on communal areas within properties, in order that a sinking fund can be created for these costs when they are due.
- Providing information to Home Ownership for property sales, completing solicitor questionnaires and RTB/RTA requests.
- Maintaining information relating to sinking fund accounts including posting entries and reconciling bank accounts.
- Monitoring utility costs, recording the usage and complete trend analysis to ensure accurate service charging is maintained.
- Reviewing service charges for blocks where an external management company is in place, ensuring the relevant charges are passed onto residents.
- To provide specialist advice and guidance to colleagues on matters relating to rents and service charge.
- Report/escalate to relevant colleagues any issues that may arise that could impact important timelines or affect processes.
- Provide necessary information to assist with important projects/system implementations.
- All duties commensurate to the role

### Knowledge, skills and experience required

- Right first time approach. Thorough reviews, checks and analysis of data before sending to external stakeholders.
- Demonstrates a proactive can-do problem-solving approach, with a high level attention to detail.
- Adaptable to change.
- Confident in using own initiative to resolve problems and communicate these where necessary to the appropriate colleagues.
- Knowledge of Service Charge legislation including Landlords and Tenant Act 1985, Commonhold and Leasehold Reform Act 2002, Service Charge (Consultation Requirements)(England) Regulations 2003)
- Experience of leases and tenancy agreements, and their varying terms.
- High level of IT literacy and strong MS Excel/Word skills.
- Effective communication skills and the ability to present to a range of audiences, both financial and non-financially, through different methods.
- Excellent numerical and analytical skills and an ability to understand and interpret information. Confident in dealing with large volumes of complex data.
- Exceptional organisational skills and the ability to prioritise own workload effectively.
- Demonstrate our values and behaviours.