

JOB DESCRIPTION

Job Title:	Rents analyst and compliance officer	Reporting to:	Finance Manager Shared Services
Department:	Finance	Office:	Leicester / Flexible
Risk Assessment:	R1: Office Worker	DBS:	N/A

1. Main Purpose of Job

To provide assurance on the integrity of our rents charges and ensure they are compliant with regulatory standards, legislation and internal policy.
 Perform analytical review, exception reporting and data analysis to drive service improvement in the rent setting and rent review process and provide information for strategic decisions and business planning.
 Maintain systems and data in relation to rents to ensure accurate reporting in year end and other regulatory returns.

2. Key Tasks and Responsibilities

Rents

Specific duties of the role:

- Preparation and submission of all rents data for regulatory returns
- Preparation of rent reports and production of analytical data. Ensure all rents are set in accordance with regulation and legislation.
- Data preparation and checks for annual rent reviews and other ad hoc reviews
- Ensuring the Housing Management System (rents information) and other Rent Software Systems including spreadsheets are maintained and are accurate.
- Collect, organize, analyse, and disseminate data sets and information with attention to detail and accuracy
- Extraction, transformation and loading of source data for selected data objects for numerous rent regulatory submissions
- Scrutiny of information using data analysis tools
- Ensure data is accurate and reconciles to systems, including any changes required
- Create and modify data analyses tools to meet business needs / objectives
- Validate datasets/reports to primary systems (Northgate), including identifying and remediating anomalies, ensure data is “clean” and errors/issues are resolved at source / in primary system
- Identify facts and trends from datasets to support decisions
- Communicate and act on findings to ensure that data errors / issues are rectified
- Provide support and analysis to ensure other charges are correctly charged to tenant accounts on the Housing Management System.
- Work with management to prioritise business and information needs
- Locate and define new process improvement opportunities
- Develop processes and procedures to ensure compliance and the right rent is charged to the right person at the right time – e.g. exception reporting etc
- Develop controls to minimise errors on a monthly basis
- Analyse and correct at source issues with Agency Managed rents
- Navigate and interrogate Northgate against reports

Other

- Develop an understanding of the Social Housing rent setting regime to drive further value through analysis
- Deputise for other team members as required.
- Liaise with external agencies and stakeholders in delivering an effective and customer focussed function
- Actively contribute to the wider work of the Finance team, and at all times exhibit values and behaviours which align with the status of the role
- Exhibit an absolute commitment to quality customer service, delivery of value for money, high performance and equality and diversity at all times.

3. Performance Measures

- Accuracy of rents
- Timely submission of reports
- Achieve Regulatory Criteria
- Internal and external audit

4. Relationships & Contacts

Internally: Finance team, IT, Internal Audit, Reporting team, Other internal stakeholders

Externally: External Auditors: Peers in the sector.

PERSON SPECIFICATION

Job Title: Senior Rent & Service Charge Officer

<i>The criteria below will be used for shortlisting</i> Please cross (x) the appropriate box		
Criteria	Essential	Desirable
Attitude: <ol style="list-style-type: none"> 1. Team player 2. Puts customers first 3. Passion for service excellence and continuous improvement 4. Displays a 'can do' attitude with drive and enthusiasm 5. Behaves in a manner that promotes our mission and core values 6. Always encourages learning, both personally and in other colleagues 7. Ability to represent the Group at a variety of levels and act as an ambassador 8. Ensures a great service is provided whilst consideration is given to Value for Money 	x x x x x x	x
Qualifications: <ol style="list-style-type: none"> 1. No specific requirements 		
Skills: <ol style="list-style-type: none"> 1. Strong analytical skills with the ability to collect, organize, analyse 2. An analytical mind and inclination for problem-solving 3. Attention to detail 4. Adept at queries, report writing and presenting findings 5. Communicates effectively 6. Ensures policies and procedures are adhered to 7. Ability to analyse and present complex information simply 8. Ability to take ownership 9. Strong knowledge of excel including pivot tables and look ups 10. The ability to work with and manipulate large volumes of data 11. The ability to interpret legislation and regulation 	x x x x x x x x x x	
Knowledge: <ol style="list-style-type: none"> 1. Knowledge of rent legislation and setting 		x

The criteria below will be used for shortlisting Please cross (x) the appropriate box

Criteria	Essential	Desirable
Experience:		
1. Experience of working in a rents finance team within the social housing sector		x
2. Experience of working in an environment with strict deadlines	x	
3. Experience in working in a highly regulated environment		x
4. Experience of working with large volumes of complex data	x	

ACCEPTANCE

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by the Line Manager; the responsibility level of any other duties should not exceed those outlined above.

A copy of this Job Description should be signed and returned within 10 days signifying your acceptance. Please return to HR, PA Housing Group, 3 Bede Island Road, Leicester, LE2 7EA.

I hereby accept the job description.

Name: Block Capitals

Signed:

Date:
