

JOB DESCRIPTION

Job Title:	Service Charge Accountant	Reporting to:	Finance Manager (shared services)
Department:	Finance	Office:	Bede Island
Risk Assessment:	R1: Office Worker	DBS:	N/A

1. Main Purpose of Job

Working as part of a team with responsibility for the financial management of service charge income and costs.

Working with and assisting budget holders to ensure all costs are correctly accounted for in our accounting and service charge systems and allocated to estates.

Preparation of service charge budget estimates and year end statements.

2. Key Tasks and Responsibilities

In carrying out the role it is critical that our customers receive accurate and timely financial information about their service charges and that we work with other teams in the organisation to meet our customer expectations.

Specific duties:

Management and systems

- Support and manage a team of service charge officers in the delivery of the objectives.
- Plan the cyclical workload to ensure deadlines are met.
- Train team members on service charge accounting and changes in legislation.
- Develop systems and processes to ensure the team are working efficiently and effectively in delivery the outcomes.
- Be innovative and explore new ways of working.
- Advise and assist the team in problem solving and investigation into issues.

Financial accounting

- Perform regular reviews of total service charge costs and work with other internal teams to ensure effective management of costs.
- Monthly accounting processes including journal entry, accruals and prepayments and reconciliations to ensure ledgers reflect operational performance. Investigate variances, prepare forecasts and report accordingly providing commentary to the management accounts team.
- Ensure ledgers are maintained to provide financial information for both general accounting purposes and detailed scheme analysis.
- Prepare and review annual cost budgets aggregating individual costs. Ensure overall costs are in line with contracts in place.
- Perform analytical review and reporting on service charge recoverability including management charges.
- Administer sinking fund accounts in accordance with legislation and best practice.

- Lead on the production of and independent external verification of year end scheme accounts.
- Collaborate with the Home Budgets team and budget holders across the organisation to deliver the outcomes of the role.

Other

- Ensure compliance at all times with legislation and regulation.
- Consider Value for Money for our customers in setting and accounting for service charges
- Produce regular KPI's and reports on team performance.
- 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 service charge costs and income budgets
- Service charge recoverability
- Reporting to deadlines
- Team performance indicators

4. Relationships & Contacts

Internally: Budget holders: Home Budgets Team: Senior Managers: IT, Internal Audit, Governance: Other internal Stakeholders

Externally: Residents; External Auditors: Resident Associations: 3rd part managing agents, legal advisors, External letting agents, National Housing Federation, Peers in the sector.

PERSON SPECIFICATION

Job Title:	Service Charge Accountant
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<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. 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. Part qualified accountant or equivalent 	x	
Skills: <ol style="list-style-type: none"> 1. Application of accounting skills in a customer focussed role 2. Communicates effectively 3. Prioritises and multi-tasks effectively to meet deadlines 4. Ability to build and maintain effective relationships 5. Ensures policies and procedures are adhered to 6. Influences, negotiates and relates subtlety and sensitivity 7. Ensures that colleagues within area of responsibility are well managed and motivated and that both good and poor performance is actively managed 8. Ability to take ownership and empower others 9. The ability to interpret legislation and regulation 10. The ability to develop efficient processes and project manage cyclical team workloads. 	x x x x x x x x x x	
Knowledge: <ol style="list-style-type: none"> 1. Knowledge service charges legislation, setting, and accounting 2. Knowledge of the social housing regulatory framework as it applies to financial accounting 		x 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 service charge finance team within the social housing or private sector		x
2. Experience of leading and developing a highly motivated team	x	
3. Experience of working in a finance environment with strict deadlines	x	
4. Experience in working in a highly regulated environment	x	
5. Experience of preparing management information KPI's		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:
