

|  |
| --- |
| **Service Charge Officer** |
| **Department:** Housing Team | **Reports to:** Income & Service Charge Manager |
| **Direct Reports:**  None |
| **Main purpose of the Job/Summary of Role*** Supporting the delivery of the service charge cycle, ensuring compliancy to Outward’s policy and procedure for service charge setting and reconciliation.
* Contribute to the setting of accurate and timely service charge budgets based on financial information submitted by partner landlords and reconciliation of spend.
* Continuously review service charge actual costs against budgets and, working with tenancy management officers & scheme managers, ensure service charge costs are properly incurred, documented and charged.
* To provide advice to tenants and, where applicable their representatives, regarding their obligations to Outward and their entitlement to welfare benefits.
* To work closely with supported housing officers and support staff in order to sustain tenancies and assist residents to live independent lives by facilitating affordable service charge budgets.
* Maintain an awareness of developing legislations and best practice for service charges, becoming an expert in your field.
* Working with relevant departments to ensure service charge costs can be identified and recovered.
 |
| **Scope/Additional Responsibilities** * Promote and implement the Outward Equal Opportunities Policy in all aspects of the post holder’s work and dealings with outside bodies.
* Participate in regular supervision and annual appraisal, attend training and meetings as required and contribute to identifying your own job related development and training needs
* To work responsibly and appropriately with due regard to confidentiality, data protection and commercially sensitive information.
* To undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of Outward.
* Undertake any other duties commensurate with the general level of responsibility of the post as required by the Income & Service Charge Manager or Head of Housing.
 |

**Person Specification**

**Service Charge Officer**

|  |  |
| --- | --- |
| **Criteria** | **Essential** |
| Skills | * Ability to build and maintain positive relationships with a range of internal and external partners.
* Ability to write clear, concise letters and reports.
* Ability to plan and organise own workload and meet deadlines.
* Good IT skills.
 |
| Knowledge & Experience | * Knowledge and/or experience of both variable and fixed service charge delivery.
* Experience of general administration and record keeping including electronic records.
* Proven experience of delivering a service charge function, including:
	+ charging for services and analysing costs and spend
	+ preparing and checking service charge or other complex statements
	+ monitoring costs/spend against budgets set
* Ability to develop collaborative partnerships to promote joint working, best practice and consistency of service delivery.
* Experience of working under pressure in order to meet specific targets.
* Able to plan and organise own workload and meet deadlines.
* Experience of handling and interpreting large volumes of data.
* Attention to detail ensuring necessary records are created and maintained.
* Effective IT skills including intermediate MS office skills.
 |
| Other | * An understanding of and, commitment to equal opportunities in service delivery and employment.
* A good understanding of the supported housing sector and the delivery of housing related support.
* An understanding of and commitment to resident consultation and involvement.
* The ability to work both as part of a team and independently.
 |
|  | **Desirable** |
|  | * Experience of using CX rent accounting system or similar.
* Knowledge of Housing Law.
* Experience of computerised accounting packages, SUN accounts experience would be a distinct advantage.
* Microsoft office, in particular Excel at intermediate level.
* A good understanding of the supported housing sector and the delivery of housing related support.
 |