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| **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**

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| **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. |