

Rent & Service Charge Team

Manager

Job Description

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage more than 17,000 homes across 30 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, a competitive pension scheme and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our Values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED JOB DESCRIPTION

POST: **Rent & Service Charge Team Manager**

REGULAR CONTACTS: Directors, Managers, and staff in all areas of the business
Customers/Leaseholders
Freeholders/Management Companies
External/Internal Auditors

Local Authorities

RESPONSIBLE TO: Head of Rent and Service Charges

DIRECT REPORTS: Rent and Service Charge Team Leader
Rent and Service Charge Analyst
Service Charge Analyst

JOB PURPOSE:

To ensure all rents are set in accordance with the tenure type or lease and in compliance with regulatory standards.

To ensure all service charges are set in accordance with tenancy, lease or applicable agreements to maximise recovery for Paradigm Housing Group (the Group).

This includes:

- setting rent and service charge budgets,
- calculation of the rents and service charges,
- communicating the charges to customers,
- dealing with business and customer queries,
- ensuring the rent and service charge transactions are recorded accurately,
- ensuring the service charge accounting is in line with accounting standards, current legislation and best practice,
- ensuring Value for Money (VfM) for customers and maximising service charge recovery for the Group.

Provide a pro-active and expert advisory service, in relation to rents and service charges, to both service owners and budget holders that adds value and has a positive impact upon the strategic outcomes of the business.

Ensure ongoing compliance with rents and service charge legislation and that the Group operates in accordance with relevant legislation and best practice at all times.

On-going review and analysis of current systems and processes to recommend changes to enhance efficiencies and the delivery of corporate targets and business planning.

As a key representative and ambassador for rent and service charges for the business effectively manage key stakeholder relationships internally and externally.

In your role, you will be expected to support the delivery of the Service charge transformation project and the implementation of the new service charge module. You will be required to work closely with the rent and service charge project manager and project team to support delivery of these projects

KEY ACCOUNTABILITIES:

- Calculate annual service charge budgets in accordance with Group policy and legislative requirements.
- Delivery of service charge budgets, engaging with key stakeholders in the business and adhering to defined timelines.
- Oversee the calculation and monitoring of sinking funds, including preparing annual statements, ensuring adequate reserve funds are available for planned works.
- Maintain an effective and efficient rent and service charge accounting system for the Group ensuring that data is processed accurately and efficiently and that deadlines are met.
- Ensure the Group adheres to the latest legislation, and that charges are in line with the terms of individual leases.
- Attend resident and managing agent meetings, when required, as the Paradigm representative for rent and service charges.
- Provide support and analysis of costs and income to Directors, Regional Managers, and their teams to support their understanding of key drivers for decision making.
- Ensure the accuracy of relevant rent and service charge income and expenditure, investigate and report variances to budget.
- Monitor and adhere to all KPI's in relation to service charge recovery and expenditure.
- Prepare reports for Leadership Team, Management Team and Board on service charge performance identifying any highlights or potential improvements with supporting narrative.
- Act at all times as a champion of VfM, monitoring costs, maximising income, and seeking economies and efficiencies in working practices.
- Lead the delivery of training and guidance in conjunction with L&D to staff and residents, implementing processes which will enhance the provision and understanding of service charges.
- Lead direct reports, setting targets and manage performance to ensure performance, outputs are maximised and that behaviours are demonstrated in line with Company values.
- Ensure all service charge policies and procedures are keep up to date to reflect any changes in legislation or working practices and that these are clearly communicated in a timely manner.
- In conjunction with project team/partners ensure a seamless delivery of new service charge system.

LEVEL OF AUTHORITY:

- Accurate and timely setting rent and service charge income budgets for the Group.
- Responsible for the annual rent and service charge setting processes.
- Provide detailed reporting and analysis work to help support business growth.
- Advise and guide colleagues on service charges.
- Setting rents and service charges for new properties.
- Responsible for posting journals for reallocation of costs and income.
- Set up coding within the rents interface to ensure income is posted accurately.
- Dealing with customers' queries adhering to customer service standards.
- Make decisions and implement appropriate and consistent actions based on Paradigm policies and procedures.
- Assess and manage risk, where possible eliminating or mitigating this within the post.
- Review and implement service improvements.
- To ensure team is effective performing and to achieve overall strategic goals.

REQUIRED OUTCOMES FROM POST:

Success in this post will be measured by:-

- Key performance measures
 - The accurate and timely production of the Group's rent and service charge reviews and year end accounts.
 - Annual statements produced in accordance with agreed standards and timescales.
 - Amendments to service charges processed within agreed timescales.
 - Service charge recovery rate
 - Customer experience is enhanced whilst maintaining value for money.
 - Receiving positive feedback from key stakeholders.
 - Customer Service Standards.
 - Customer Satisfaction reports.
- Assessments against corporate core competencies.
- Effectively contribute and proactively support the Management Accounts team to achieve its' objectives.

PERSON SPECIFICATION:

This post will require the post-holder to work effectively in a variety of environments and with a broad range of people, including managing a small team.

- Academic qualification: degree level or equivalent. (E)
- Professional qualification: CCAB qualified (or actively studying for full qualification). (E)
- Proven successful rent and service charge team management. (E)
- Extensive and up to date knowledge of Housing legislation. (E)
- Strong leasehold knowledge and its application within social housing. (E)
- Ability to effectively plan and organise own workload and manage team to meet challenging deadlines. (E)
- Effective project management skills. (E)
- Good understanding of accounting procedures and processes. (E)
- Highly numerate, accurate and with a strong attention to detail. (E)
- Advanced excel skill set including multiple criteria "IF" formulas and Index Matching plus pivot tables. (E)
- Ability to extract and manipulate large volumes of data. (E)
- Able to effectively engage and constructively challenge stakeholders both verbally and in writing. (E)
- Business Transformation experience (P)
- Ability to take an holistic approach balancing business requirements, ensuring income recovery, meeting the needs of the residents, and delivering a cost-effective service (E)
- Positive and practical approach to service delivery, problem solving and challenges; utilising expertise in the immediate and wider team. (E)
- Strives to engage, develop, and motivate a high performing team
- Customer focussed (E)
- Knowledge of the Group's financial policies and procedures (P)

E = Essential

P = Preferable
