



ROLE PROFILE

JOB TITLE:	Manager – Rent & Service Charges
RESPONSIBLE TO:	Head of Finance
RESPONSIBLE FOR:	Rents & Service Charges Officer
VISION	‘Building Vibrant Communities Together’

PURPOSE

To deliver high quality financial services and business partnering, ensuring delivery of our business objectives and upholding our commitment to customers.

KEY ACHIEVEMENT AREAS

- Manage the annual rent setting process for all tenancy types.
- Internal control of rent charging to include formula rent calculations and checks on re-lets and new charges and affordable rent calculations to ensure compliance with Regulatory and legislative requirements.
- Lead on annual estimated variable service charge calculation and service charge year end reconciliation process for all social housing customers, including shared owners.
- Ensure all rent and service charge data is reflected correctly on the Housing Management system for charging purposes.
- Liaising with customers on Rent and Service Charge queries, including all leaseholder financial queries.
- Main liaison with Asset Management contract managers to ensure the accurate recording of Service Charge costs.
- Lead on Leaseholder administration, charges and communication, including the annual service charge estimate setting, reconciliation and credit control process.
- Work with Asset Management teams on the charging of major works to leaseholder customers through the s20 consultation process.
- Oversee LPE1 applications for leaseholder sales.
- Perform monthly Stock Portfolio reconciliations and play a key role in the submission of the annual SDR to the Regulator.
- Update the Stock Profiler data for the Asset Management team.
- Support the production of monthly management accounts and statutory financial statements at year end, by providing data and insight for areas regarding service charges and insurance claims.
- Responsible for the Managing Agent service charge budget.
- Support the annual budget setting and financial forecasting processes in relation to insurance and service charges payable data.
- Responsibility for reporting and tracking insurance claims within the business and negotiating outcomes and settlements directly with insurers.
- Main point of contact for Insurance Broker.

- Responsibility for coordinating data for the annual insurance renewal for the business, including stock and motor fleet, working with the Director of Resources.
- Liaise with third party solicitors on all lease related queries including Lease Extension requests.
- Reporting to the Executive Management Team on rent, service charge and insurance related issues, as and when required.
- Production of monthly KPI for leasehold arrears.
- Point of contact for internal audits on rent and service charges.
- Responsible for ensuring policies relevant to the role are kept up to date (Leasehold policy and Rent and service charge policy).
- Responding to all formal complaints allocated to the Rents and Service Charges Team.
- Maintain knowledge of relevant legislation and best practice by attendance at courses, conferences and training.
- Manage the Rents and Service Charges Officer and provide direction.
- Support the Head of Finance as and when required with other aspects that fall within the remit of the Finance team.
- Responsible for continual process improvement within rent, service charge and leaseholder areas.

PERSON PROFILE

Education	Essential	Desirable
AAT Qualified		√
ATPI Qualified		√
Skills and Experience	Essential	Desirable
Minimum of 3 years' experience of working in a rent and variable service charges team.	√	
Up to date knowledge and understanding of rent, service charges and leasehold legal and regulatory framework, including the s20 consultation process.	√	
Experience of the affordable housing sector		√
Experience of managing small teams		√
Experience of corporate insurance renewals and claims management.	√	
Excellent ICT skills, especially Microsoft Excel	√	
Excellent organisation and communication skills	√	
Attitudes & Behaviours	Essential	Desirable
Be able to demonstrate the attitudes and behaviours of bdht's charter: <ul style="list-style-type: none"> • We will listen to you • We will be honest with you • We will never judge you • We will respect you • We will keep our promises • We will appreciate difference • If we make a mistake we will apologise and learn from it 	√	
Be able to demonstrate the following attitudes and behaviours:- <ul style="list-style-type: none"> • Treat colleagues and customers with respect and honesty • Be prepared to listen to others in order to understand more • Appreciate difference and diversity in our communities • Empower others • Be collaborative • Acknowledge when mistakes are made and learn from them 	√	

COMPETENCY

Competency	Behaviours
Technical Skills and achievement orientation	Proven ability to understand and operate within the technical requirements of the role, evidencing the ability and desire to achieve objectives.
Commercial Awareness	Recognising what role own job has to play within the wider organisation, understanding the impact of actions upon the wider business.
Customer Excellence and Quality Focus	Demonstrating a commitment to Customer Excellence in all activities and ensuring that quality standards are met and our Customer Charter is acted upon.
Adapting and Coping	Operates as a 'change agent' within the organisation, greets change with enthusiasm and facilitates the same response in others.
Enterprising and Performing	Not only achieves own objectives but actively supports others to achieve theirs whether they are Team Members or colleagues. Has strong self-awareness and identifies own areas for development.
Leading and Deciding	Empowers others through effective leadership, acts as a coach to 'grow' future leaders, and holds responsibility even when the task has been delegated.
Supporting and Co-operating	Is an ambassador for the Trusts values, clearly demonstrating commitment to these in all actions. Will go 'the extra mile' to support others whilst ensuring that own results aren't negatively affected.
Critical Thinking Skills and Interpreting	Utilising problem solving tools and techniques, showing evidence of clear analytical thinking; looking at all the options, seeking to identify solutions swiftly and sharing this knowledge with others.
Planning and Organising	Prioritising and planning in order to meet own and others objectives, organising self to ensure service levels are met. Ensures knowledge to replicate the task is readily available and in written format.
Communication	Consistently able to communicate and network appropriately and effectively at all levels in order to meet customer need. Successfully persuades and influences others. Relates to others in a confident and relaxed manner.

PERSONAL DEVELOPMENT

We will offer opportunities for staff to develop and expand their knowledge and skills, it is intended that this will sit within a framework that assists individuals with ongoing personal and career development.

GENERAL

No job description can cover every issue which may arise within the post at various times and the jobholder is expected to carry out duties commensurate with the role from time to time.

This post requires that the job holder is subject to a DBS check at a basic level.

MILEAGE RATE/CAR ALLOWANCE

For the purposes of travel and expenses, this role will receive the following mileage rate;	
<u>Casual</u>	<u>Essential User Car Allowance</u>
✓	