

Role Profile

Role Title: Service Charge & New Build Administrator

Business Area: Customer service

Department/Team: Service charges

Reports to: Senior Service Charge Officer

Direct Reports and span of control: None

Dimensions (budget holder, level of contract/systems etc responsibility): Use of following: InServ, Hub, Clarity, Concur, Sun, SharePoint, Utilities Database, Dynamics

Created/Reviewed date: June 2023

Role Purpose

To provide administrative support to the Service Charge Officers, New Build Officers and finance support team.

Key Accountabilities

- To provide administrative support such as preparation of basic letters including mail merges, welcome letters to Shared owners and to undertake scanning, filing, and printing for the team as necessary.
- To provide administrative support such as preparing contras for the reconciliation process, staircasing changes and request for Grounds Maintenance quotations for land led schemes.
- To lead on the management of email inbox for: Service Charge and New Build Teams ensuring emails are distributed as necessary.
- Provide accurate and timely responses to legal enquiries including: the provision of service charge accounts, section 22 requests, and subject data access requests.
- Create cases within Dynamics to progress action through to completion.
- Create new tenancy accounts for Central & Cecil and Leasehold Garages as necessary.
- Act as first point of contact for customer queries regarding service charges and new builds ensuring these are responded to in a timely manner.
- Provide Shared Ownership completion and uploads to the Rent and Income team, and progress action through to completion with Inserv file and service now requests.
- Provide 8-week handover notices for General Needs properties complete uploads to the Rent and Income team and progress action through to completion with Inserv file and service now requests.
- Create service now requests to notify internal colleagues of new Managing Agents and communal meter serial numbers and meter reads.
- Act as first point of contact for internal colleague queries regarding new builds.

Role Profile

- Provide administrative support for meetings including booking appointments, sending invitations, taking minutes etc.
- Accurately maintain and update systems and databases as necessary.
- Support with the finance support team with barcoding and entering of invoices into the Utilities Database ensuring that all invoices have the correct backup material to establish pay ability.
- Support the finance support team with the processing of payments via Concur ensuring that all invoices have the correct backup material to establish pay ability.
- Support with the movement of suppliers onto direct debits ensuring direct debit mandates are accurately completed and submitted to the supplier.
- To ensure all new suppliers are setup with our payment system to enable prompt payment.
- To provide support to the Section 20 and Managing agent administrator during busy periods, holidays, and sickness.

Experience and Qualifications

Educated to GCSE Standard (or equivalent), including passes in English and Maths

Reasonable level of IT skills, including basic Microsoft Office suite and CRM databases

Ability to communicate effectively with internal departments, stakeholders, and customer

Experience of working in a customer service background and understand the importance of good customer service.

Be able to handle enquiries in a confident, professional, and competent manner.

Awareness of what Section 20 and Service charges are.

Ability to follow simple instructions, organise and plan daily workload to known deadlines and project requirements.