

Role Profile

Role Title: Service Charge Managing Agent Officer

Business Area: Customer service

Department/Team: Service charges

Reports to: Senior Section 20 & Managing Agent 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, Microsoft Office Suite

Created/Reviewed date: June 2023

Role Purpose

To work on service charge projects that focus on maximising service charge recovery with particular focus on maximising income from non-Aster customers who benefit from our service. Ensuring that charges levied are in accordance with legal frameworks within which service charges operate.

Key Accountabilities

- To develop a matrix of services that defines the managing agent's maintenance (and other) obligations as well as detailing the financial year operating and frequency of invoicing.
- To analyse managing agents' responsibilities in conjunction with those that Aster is undertaking identifying any overlap and liaise with AM&M to ensure services are stopped, where appropriate.
- To develop close working relationships with neighbourhoods and home ownership teams ensuring the performance of managing agents are captured as part of the neighbourhood inspection process.
- Using outcomes of neighbourhood inspection to establish the quality of service being delivered by managing agents. Feeding findings back to them and monitoring for improvements to services and subsequent reductions in invoices due to service failings.
- Supporting neighbourhood officers, housing officers and contact centre colleagues with the raising of repairs with managing agents and supporting the monitoring of repairs through to completion.
- To provide information and support with complaint management as and when required.
- To lead on the educating internal colleagues of the legal relationship, roles, and responsibilities of managing agents
- To review invoices received from managing agents ensuring they are in accordance with provisions within legal agreements and challenging managing agents when they are not.

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- To lead on the setting up new supplier accounts for managing agents that we have no previous relationship with
- To develop working relationships with key managing agents
- To support the service charge officers by undertaking a qualitative assessment of new build managing agent costs. Comparing costs between sites to determine reasonableness. Establishing with internal colleagues' roles, responsibilities and requirements from a maintenance perspective during the new build process
- To liaise with managing agents and the Section 20 team concerning their compliance with the Section 20 process.
- Liaise and support the policy, training and assurance team with obtaining and storing documentation such as FRA's, insurance policies and playground risk assessments
- To develop working relationships with managing agents
- To develop procedures as necessary with the overseeing of managing agents.
- To show expertise in reading, interpreting and implement content of legal documents concerning our relationships with managing agents their content ensuring we are legally compliant
- To support the reconciliation process ensuring information is provided to enable the successful reconciliation of these accounts ensuring that recovery is in accordance with agreed customers' expectations.

Experience and Qualifications

Educated to A level Standard (or equivalent)

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

Ability to communicate effectively with internal Departments, stakeholders and customers and be able to handle enquiries in a confident, professional, and competent manner.

Awareness of what service charges are.

Ability to follow instructions, problem solve complex queries. Organise and plan daily workload to known deadlines and project requirements.

Proven experience of dealing with challenging situations and a broad range of different customer needs

Able to prioritise and juggle variable and demanding workloads

Able to meet targets and deadlines, sometimes under pressure

Have an innovative and creative approach to problem solving

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Experience of lone working/remote working

Strong communication/people skills

Presents written and verbal communication in a clear, concise manner

Clear understanding of the importance of customer service

Flexible and self-motivated in approach

Excellent team player