

Rent and Service Charge Accountant

Reporting To: Finance Business Partner – Revenue & Service Charges

Responsible for: Rent & Service Charge Assistant

Purpose of the Post

This role ensures the delivery of accurate, compliant and transparent rent and service charge accounting across FCHO. You will lead designated areas of the budget-setting process (including rent, service charges and sinking funds) and ensure all policy, regulatory and financial requirements are met. You will also drive continuous improvement in our rent and service charge systems, reporting and controls, working closely with colleagues across Finance, Income, Home Ownership, Housing and Development.

You will continuously work towards FCHO's vision, demonstrating and role modelling our values and behaviours whilst promoting positive working practices and policies associated with Equality, Diversity & Inclusion, Health & Safety, Wellbeing and Safeguarding.

Primary accountabilities and deliverables	Skills & Competencies
<ul style="list-style-type: none"> • Lead on the annual budget process for rents, service charges and sinking funds across all FCHO properties, ensuring compliance with Government Rent Policy and the Regulator's Rent Standard. • Produce, with the team, annual rent and service charge calculations, ensure accuracy of base data advising calculations, alignment with tenancy agreements, leases and best practice. • Ensure timely uploads of all charges into the relevant systems • Calculate, with the team, Leaseholder actuals and as part of the Year-end process address any surplus or deficits. • Produce monthly management accounts under the supervision of Finance Business Partner (Revenue), ensuring appropriate oversight and accounting controls and audit trails are in place to produce budget information reports including full financial forecasts. 	<ul style="list-style-type: none"> • AAT Qualified to at least level 4 or part qualified/qualified by experience ACCA/CIMA accountant • Strong analytical and problem-solving skills • Excellent organisational and time-management skills • Ability to build effective stakeholder relationships • Ability to present complex financial information clearly • Strong Excel and numerical skills • Ability to identify income maximisation opportunities • Experience working with financial and housing management systems • Strong communication skills

- Lead on reporting on rental performance, variances, Shops, Garages and bad debt provision.
- Oversee the maintenance and reconciliation of rent ledgers within FCHO's Finance and Housing Management Systems, ensuring accuracy and integrity of data.
- Support the ongoing development and testing of rent and service charge systems and interfaces, working with ICT to enhance reporting, controls and efficiency.
- Build positive relationships with other areas of the business to encourage a Service Charge culture, providing advice, training and support where required.
- Ensure compliance with appropriate financial and audit controls which are in place, including rent control account reconciliations and validation of system inputs and outputs.
- Support queries and complaints relating to service charge calculations and ensure responses are completed within SLAs.
- Undertake site visits to assess root causes of complaints and ensure records are amended appropriately.
- Lead on setting service charges for new developments and support the calculation of tariffs for district heating systems.
- Contribute to the ongoing review of service charge strategy and improvement of processes.
- Support the R&S Assistant with KPI, performance information and financial reporting relating to rents and service charges.
- Support the Head of Income in setting Officer collection targets.
- Prepare annual budgets and forecasts for rental income, including shops, garages, leaseholders and void loss.
- Maintain and analyse data relating to housing stock for financial statements and regulatory reporting, including the SDR
- Oversee and support on the preparation of year-end rental and leaseholder accounts and support external audit requirements.

<ul style="list-style-type: none"> • Provide advice, training and support across the organisation on rent and service charge accounting. • Contribute to the delivery of excellent financial and management accounting across FCHO. • Carry out any other duties that are consistent with the purpose of the role. 	
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Measures of Success

<ul style="list-style-type: none"> • Rent and service charge budgets delivered accurately on time and in line with regulations • Strong financial control and data integrity maintained • Positive audit outcomes • High-quality reporting across Finance and operational teams • Queries and complaints resolved within agreed SLAs

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • AAT level 4 qualified or equivalent experience / part qualified or qualified by experience (ACCA/CIMA) 	
Knowledge	<ul style="list-style-type: none"> • Experience in rent or service charge accounting or a similar financial role • Strong understanding of financial controls and reconciliation processes 	<ul style="list-style-type: none"> • Housing sector experience
Experience	<ul style="list-style-type: none"> • Analytical skills • Stakeholder engagement • Communication and presentation • Strong Excel capability • Ability to identify improvement opportunities 	
Miscellaneous	<ul style="list-style-type: none"> • Ability to work flexibly across standard operating hours • Commitment to FCHO values, policies and procedures • Willingness to attend meetings outside standard hours if required • Commitment to service improvement and best practice 	

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Job Level:	WTW -	Vetting required? NO	Number of direct reports 1
Version control	V1	Version Created/updated by Date	