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Job Description

Job Title: Service Charge Officer

All criteria are Essential unless indicated otherwise

Reports to: Senior Service Charge Officer

Responsible for: N/A

Overall Job Purpose: Support the Finance function, in the delivery of Barcud's Service Charge services that to enable Barcud to meet its business objectives and the needs of internal and external stakeholders.

Key Responsibilities

Service Charge:

- Assist in delivering a high-quality Service Charge service that is in accordance with procedures, regulations and best practice as well as effectively meets the needs of Barcud's tenants, leaseholders and owner occupiers.
- Be responsible for the financial administration of service charges and debtors. Including the appropriate raising or purchase orders. .
- Have an integral role in the annual calculation of the Service Charges payable to Barcud from the Association's portfolio.
- Have an integral role in the calculation of Service Charges on new developments, ensuring that all relevant staff are made aware.
- Provide a responsive, customer-focused, service charge administration service to tenants, residents and colleagues.
- Assist in the day to day running of the Service Charge module.
- Assist in the investigation to Service Charge queries received from residents and respond accordingly.
- Arrange residents' meetings and forums, explaining Service Charge calculations and attend as required
- Assist with Finance matters relating to leaseholders.
- Assist in the monitoring the receipt of Service Charges, identifying arrears and problems.
- Input data into spreadsheets and software packages as necessary, including the Service Charge spreadsheet system as well as the in-house financial and debtor ledger systems.

- Be responsible for raising debtor invoicing for sundry debts and assist in the collection thereof ensuring documentary evidence is maintained at each stage.
- Ensure the correct and timely inputting of rental income, investigating unallocated bank receipts with colleagues as appropriate.
- Support the Finance function in the delivery of team objectives and the wider Finance service.

People:

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.



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Personal Specification

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This person specification details the experience and skills for the position of Job Title at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications:

- 5 GCSE's or equivalent including English or Welsh and Mathematics.
- Evidence of proactive professional development.
- Evidence of office/financial experience.

Experience:

- Assisting with the delivery of a Finance service, preferably in a non-for-profit environment.
- Experience of handling Service Charge related matters, including calculating Service Charges. (D)
- Working on Financial Housing Management systems, including inputting Service Charge data. (D)
- Providing a customer-based service.
- Achieving targets and objectives.
- Working collaboratively across an organisation.
- Public sector or Housing Association experience. (D)

Knowledge/Skills:

- Understanding of financial processes, procedures and systems.
- Awareness of challenges in the delivery of a Service Charge service. (D)
- Use of Financial accounting and Service Charge software packages. (D)
- A strong commitment to a people focused culture.
- Sound numerical, reasoning and written communication skills.
- Ability to speak Welsh. (D)
- Able to set appropriate and challenging performance targets for self.

- Ability to work collaboratively across an organisation to ensure a high-quality Finance service is being provided.
- Good IT skills with proficiency in the use of the Microsoft Office package.