



Job description

Job title: Rents & Service Charge Manager

Responsible to: Head of Finance

Responsible for: Senior Finance Officer (Rents) & Finance Assistant (Rents)

Purpose of the post:

- Ensure that management of all rents and service charges across the Group is carried out in an effective and efficient manner. Maintain an excellent level of controls across all rent and service charge accounting systems and procedures.
- To work as part of a team, with other members of the Finance department and colleagues in other departments, with the aim of providing a first-class service to both internal and external customers.
- Maintain up-to-date knowledge of legislation affecting rents and service charges, to ensure the Group remains compliant and aware at all times.

Key areas of responsibility:

Service charge accounting

1. Produce the projected and actual service charge statements for all homeowners where services are provided, and assist with annual budget preparation.
 - Liaise with Housing and Maintenance teams as necessary to ensure costs are accurately allocated on a scheme, block and unit level.
 - Key point of contact for annual service charge audit. Produce audit schedules in advance of the audit.
 - Calculate service charge management fee to be charged to homeowners that is reasonable and reflects the level of service provided.



- Reconcile service charge reserve fund account on a quarterly basis and review adequacy of reserve fund provisions on a regular basis.
- Perform annual service charge review for tenants, ensuring compliance with tenancy agreements and relevant legislation.
- Review service charge income and expenses within the management accounts to ensure accuracy and completeness, posting accruals or prepayments as required.
- Provide supporting documentation for any service charge query received by Hastoe within the agreed timelines.

Rent accounting

2. Manage the rent accounting function, as the manager of the Rents & Service Charge Team, for all group properties and other management agreements, which includes:
 - Running monthly, weekly and quarterly rent and service charge debits in the correct accounting periods within agreed timescales;
 - Cash receipts allocated and posted on a timely basis for a variety of payment methods, and rent adjustments posted;
 - Monthly reconciliation of rent arrears and rent payment control accounts, and monitoring of rent suspense account;
 - Maintain direct debits, including creating new direct debit agreements and amending existing agreements as required;
 - Obtain valuations for affordable re-lets;
 - Provide notifications to Housing Benefit offices of rent changes;
 - Maintain rent plan within housing management system and ensure annual rent review is carried out and communicated in line with tenancy agreements and government guidelines;
 - Produce and send ground rent demands on a timely basis and set up new ground rent and leasehold tenancies on internal systems.



Housing and finance systems

3. Work with systems team and third-party software providers to design, test and implement a system to collate and report accurate data for service charges.
4. Test and advise on further enhancements to housing management system.

Other duties and responsibilities

5. Provide specialist advice and guidance to colleagues on tenancy and leasehold related matters, where relevant to service charges and rents.
6. Produce and update rent setting and accounting procedure notes, and review Hastoe's Rent Policy annually, ensuring they comply with all current government guidelines.
7. Produce reports for Executive Team from time to time, briefing on relevant leasehold and tenancy matters.
8. Provide credit control function for the Hastoe ground rent portfolio. Ensure efficient and consistent application of arrears procedure.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• GCSE and A Level (or equivalent) qualifications	<ul style="list-style-type: none">• Relevant financial training.• AAT, ACMA/ ACCA part- qualified.
Skills and Experience	<ul style="list-style-type: none">• Experience of rent and service charge accounting.• Experience of working in the housing association sector.• Up-to-date knowledge of rent and service charge legislation.• Proficient in using MS Excel and Word.• Experienced in analysing complex data and reaching accurate conclusions• Experience of using an accounting package.• Experience of maintaining records and administration of housing management systems	<ul style="list-style-type: none">• Experience of using Sun Financial Systems & Active H Housing Management system.
Personal Attributes	<ul style="list-style-type: none">• Ability to work to deadlines.• Accurate.• Able to deal with periods of high workload pressure.• Professionalism and high level of integrity.• Ability to learn new skills.• Customer focused.• Ability to communicate with a range of people, in person, in writing, email or by telephone.• Ability to work as part of a team.• Proactive and able to take the initiative.	<ul style="list-style-type: none">• Willing to pursue training and development activities as required by the job.



	<ul style="list-style-type: none">• Willing to travel occasionally (if required) to other Hastoe locations.	
--	---	--