



ROLE PROFILE

Job: Rent and Service Charge Manager	Reports to: Head of Transactions	Business Function: Finance	Grade: D
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<p>Job Purpose:</p> <p>Develop and lead the Operational Delivery of the YHG Rent and Service Charge Setting Team and the Finance Income team.</p> <p>Delivering accurate and compliant rent and service charge review calculations and notices to tenants and residents.</p> <p>Responsible for the provision of the financial control of all Rental income receipts to ensure accurate processing to Orchard accounts in line with Group policies, procedures and prescribed timescales.</p> <p>Ensure that services and processes are managed within a risk management framework. Leading a transformational agenda across the Rent and Service Charge Setting and Income teams ensuring income received matches the budgeted income financial model and opportunities of income maximisation and value for money are optimised for both the group and its customers.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility & resilience • Meeting customer needs • Interpersonal understanding • Results focus • Leadership • Developing others • Impact and Influence • Personal Learning & Growth • Building Relationships • Gathering / Seeking Information • Future Focus • Innovation • Problem Solving & Decision making
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Key Responsibilities:

- Operational responsibility for maximising service income for the Group, ensuring that service income matches the budgeted service income model, that service income matches the services expenditure, delivering charge setting service in a cost effective and Value for Money (VfM) setting.
- Develop, maintain, adhere to and execute rent setting processes, procedures and policies. All rents to comply with current legislation and calculations.
- Lead on section 20 (of the landlord and tenant act 1985) consultation processes and procedures ensuring YHG complies fully with its legal obligations.
- Responsible for the financial control of the Group Income receipting process to ensure all income is posted to Orchard customer accounts upon receipt to deliver accurate and up to date customer accounts.
- Strategic responsibility for developing and leading implementation on future products and services that support increased efficiency, effectiveness and VfM (Value for Money) in the areas of charge setting, Customer Experience and Finance Income.
- Support other departments to manage and develop relationships with third parties including relationships between group and its contractors, facilitating a client-contractor relationship which delivers advantages to the group and its customers.
- Working alongside the head of transactions to shape future strategic priorities for charge setting and Finance Income. Ensuring that services are “future proofed” in line with groups growth agenda, services are continually reassessed and aligned to strategic priorities to support the YHG approach to channel shift.
- Utilise market data and business performance to ensure that charge setting performance is the best in the context of a commercial environment, challenging the constraints and outperforming the best of the housing sector.



- Work with any subsidiary boards/ centre for advanced purchasing/ chartered institute of procurement and supply and support them in achieving good governance for the group.
- Create a working environment within which quality and customer service are core values establishing mechanisms to monitor and improve quality of services provided and customer satisfaction.
- Responsibility for ensuring that all processes and procedures including monitoring systems are in place and that all members of the team are fully trained and competent in their roles
- Undertake additional duties appropriate to the role and or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Knowledge and understanding of Government Rent Regulatory and VfM (value for money) Standards. • Knowledge and understanding of current requirements placed upon Registered Providers in relation to rent and service charge setting. High level of understanding of accounting principles/ concepts and the impact of Charge Setting on the financial performance of the business. • Sound knowledge of computerised ledgers with strong analytical skills • Demonstrable experience of leadership, team management, motivation and development 	<ul style="list-style-type: none"> • Knowledge of Group Financial Standing Orders
Skills	<ul style="list-style-type: none"> • Remain within Group Financial Standing Orders • Lead and manage the Charge Setting and Finance Income Teams to achieve best practice and high performance delivery 	

Experience	<ul style="list-style-type: none"> • Experience of leading rent and service charge setting teams to achieve successful outcomes • Experience of leading a specialist Charge Setting function through transformational change • Experience of achieving performance improvements in a key operational area. Experience of delivering a Charge Setting Service within relevant Business processes, policies and procedures • Significant experience of working within a finance or accounting team 	
Qualifications/Education	<ul style="list-style-type: none"> • Educated to degree level in a relevant subject 	Member of a recognised accounting body (i.e. ACA, ACCA, CIMA, CIPFA)
People Management Responsibility	<ul style="list-style-type: none"> • Line management responsibility of a 	

	team of Finance Assistants including, coaching, developing and performance management	
Budgetary Responsibility	<ul style="list-style-type: none"> • This role has no budgetary responsibility 	
Key Relationships (internal/external)	<ul style="list-style-type: none"> • Internal stakeholders across Finance, ICT, Income and the wider business and external stakeholders including solicitors, customers and external auditors. 	
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.</p> <p>As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>		

Key Role Performance Indicators

1. Delivery of service income budget
2. Charge Setting performed on time to procedure and policy – in compliance with all relevant legislation, guidance and industry regulation
3. Service charge statements issued in a timely and accurate manner
4. Section 20 matters monitored, reported and handled with tenants and in conjunction with Procurement
5. Tenant meetings attended and completed where required
6. Service Charge complaints addressed and resolved in line with Company Policy
7. All Rental Income processed by weekly deadline
8. PDRs completed half yearly (objectives set for each employee) and 121s conducted monthly