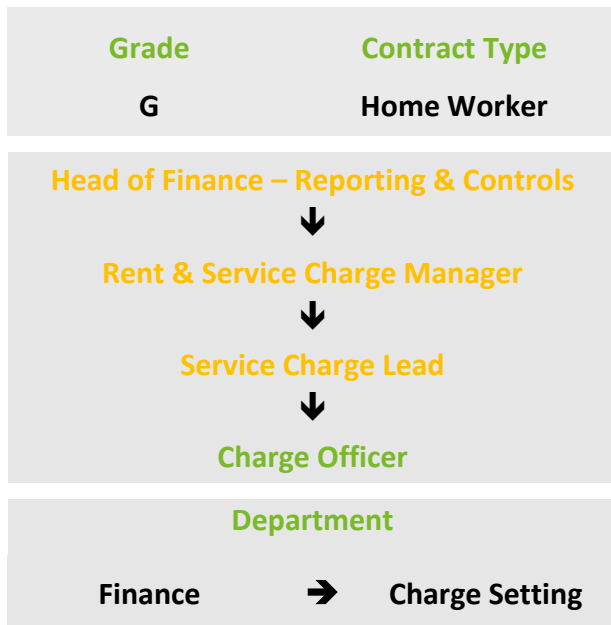


# Charge Officer



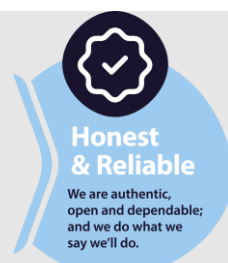
## Role Overview

Provide a Rent & Charge Setting service to the business ensuring accurate rents and service charges are set for customers whilst income is maximised

## RESPONSIBILITIES

- Set and review Service Charges for all property types in accordance with Policy, occupation agreements and legislation ensuring income is maximised
- Set and process changes for all rent charges ensuring Rent Setting Policy, Government Rent standard, occupation agreement and legislation are followed
- Accurately review financial data relating to service charge expenditure to prepare service charge annual statements and budgets
- Calculation and production of service charges for customers with long leases (inc Right to Buy leases), freeholders and home owners for all relevant costs
- Maintain accurate records of charges and deal with queries arising from such charges
- Provide re-let rents and service charges to the housing allocations team or where requested by other areas for business need
- Effectively communicate with customers, stakeholders and colleagues regarding the calculation of all charges
- Undertake additional duties appropriate to the role and/or grade.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

## STRENGTHS

- ✓ Competent with Microsoft (Excel (data manipulation and formula) and Word)
- ✓ Excellent communication skills, both written and verbal
- ✓ Excellent accuracy and attention to detail
- ✓ Good relationship building skills

## ESSENTIAL REQUIREMENTS

- ✓ Sound knowledge of legal and regulatory requirements around rent & service charges
- ✓ Experience of calculating complex service charges
- ✓ Ability to work independently and as part of a team
- ✓ Ability to clearly communicate with customers, stakeholder and local authorities about the way in which rents and service charges are calculated
- ✓ Experience of calculating rents and service charges within a social housing environment
- ✓ GCSE Maths and English (or equivalent)

## BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Social Housing experience
- ✓ Part qualified ATT