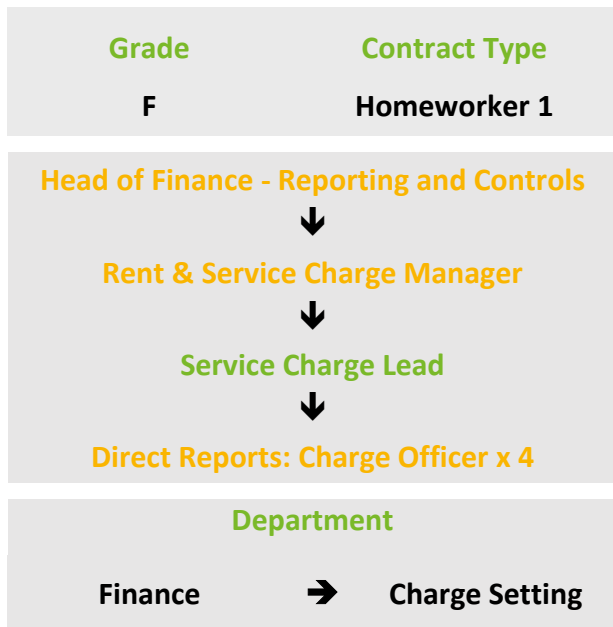


# Service Charge Lead



**Role Overview**

To lead the service charge setting team in respect of service charges across all Your Housing Group housing stock including general needs, older persons schemes and leaseholders. Annual computation of service charge budgets, year end statements including audited accounts. Lead the charge team whilst ensuring compliance with relevant legislation.

RESPONSIBILITIES

- Ensure the Charge Setting Team are fully compliant with relevant legislation regarding Rent and Service Charges.
- Deliver service charge processes effectively, consulting with customers and internal / external stakeholders, in line with legal requirements.
- Prepare, produce and complete annual service charge reviews and budget setting, in conjunction with the groups operational teams, in line with the Group’s policy, ensuring maximum cost recovery in line with tenancy agreements. .
- Maintain effective and ‘fit for purpose’ financial accounting records, providing regular information and reports for management and committee purposes as required. .
- Ensure provision of accurate information including but not limited to the preparation of monthly prepayment and accruals journals for service charges.
- Review and develop financial procedures, including responding to internal and external audit feedback, to maintain a robust environment of financial control.
- Respond to queries as part of the financial statements audit.
- Ensure Service Charge complaints are addressed and resolved within agreed timescales.
- Represent Your Housing Group at external meetings e.g. resident’s meetings, when required.

**Our values**



**Honest & Reliable**  
We are authentic, open and dependable; and we do what we say we'll do.



**Caring**  
We show kindness and consideration to our customers and each other.



**Respectful & Fair**  
We listen to people, and strive for equity and inclusivity in all that we do.

- Working with the wider business, raise awareness of service charges and build relationships to ensure accuracy and process improvements.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- ✓ Highly competent with Microsoft (Excel and Word)
- ✓ Excellent communication skills, both written and verbal
- ✓ Excellent accuracy / attention to detail
- ✓ Ability to prepare all service charge budgets and accounts for designated OPS schemes
- ✓ Good relationship building skills

## ESSENTIAL REQUIREMENTS

- ✓ Sound knowledge of computerised ledgers
- ✓ Knowledge of key issues, legislation and good practise in relation to service charge setting
- ✓ Experience of presenting budgets and accounts to customer groups
- ✓ AAT (Association of Accounting Technicians) Qualified or Equivalent (or qualified by experience)
- ✓ Knowledge of leasehold and housing legislation e.g Landlord and Tenant Acts and Commonhold & Leasehold Reform Act 2002
- ✓ Experience of preparing service charge budgets and accounts within a social and commercial housing environment
- ✓ Experience of working with external auditors in the production and completion of audited accounts

## BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle