

# Job Description

<b>Job title:</b>	Service Charge Analyst
<b>Reports to:</b>	Customer Income Manager
<b>Responsible for:</b>	No Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

At Accent, we're committed to delivering value, transparency, and fairness to our customers. The Service Charge Analyst will play a critical role in ensuring service charge data integrity, apportionment as per tenancy/ lease agreements, and system accuracy. This role will involve detailed review and validation of service charge schedules against the

asset hierarchy, ensuring alignment with occupancy obligations, lease requirements, and operational arrangements.

Working collaboratively across teams, you'll ensure that where changes are required, systems and processes are updated, and internal teams and external contractors are aligned to support accurate future invoicing. Where discrepancies or historical errors are identified—such as under or overcharging—these will be managed appropriately in line with our values and regulatory requirements. This role will require national travel and will require site visits to assess schemes.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate a commitment to driving change in line with our values, ensuring that projects you manage contribute positively to the experience of both colleagues and customers. You will engage stakeholders at all levels, fostering an environment of trust and collaboration. By applying your expertise in project management, you will ensure that our transformation projects deliver meaningful and measurable outcomes. Your work will support a culture of continuous improvement, ensuring we remain agile and responsive to the needs of the communities we serve.

## Key Responsibilities and Duties

- Conduct a comprehensive review of existing service charge schedules against the asset hierarchy and occupancy agreements (Tenancy Agreements, Leases and Freehold Documents)
- Ensure the Asset structure in the Housing Management System triangulates to the reporting structure in the Finance System and the relevant agreement (Tenancy, lease, etc)
- Validate service charge apportionments and update records where inaccuracies or inconsistencies are identified.
- Lead on the correction of validated service charge errors, ensuring appropriate communication and actions are taken to resolve over- or under-charging including working with stakeholders around Section 35 and act to vary leases.
- Ensure accurate updates are made across internal systems and coordinate with relevant teams to reflect changes in billing and invoicing processes.
- Liaise with internal stakeholders (e.g., Housing, Assets, Finance) to validate service elements, chargeable services, and apportionment logic.
- Coordinate with external contractors and service providers to communicate changes in service charge arrangements and ensure alignment with future invoices.
- Support the design and documentation of robust, repeatable processes for ongoing service charge validation and update.
- Produce reports and dashboards that track review progress, identify key issues, and support decision-making.
- Work collaboratively with colleagues to support service charge transparency and build trust with customers.
- Ensure compliance with legal, regulatory, and policy requirements relating to leasehold, tenancy, and financial management.

## The must haves:

- Proven experience in service charge management, finance, or property services within housing or real estate.
- Strong analytical skills with the ability to interpret complex data and identify discrepancies.
- Excellent attention to detail and commitment to accuracy.
- Strong understanding of housing management systems, asset hierarchies, and leasehold frameworks.
- Experience working cross-functionally with internal teams and external partners.
- Confident in using Excel, finance systems, and housing management software.
- Able to communicate clearly and effectively, both verbally and in writing, with a range of stakeholders.
- A collaborative and problem-solving mindset, with a customer-first approach.
- Ability to understand service charge obligations contained in Tenancy Agreements

## The added extras:

- Knowledge of service charge legislation and best practice within social housing.
- Experience with system configuration and process improvement initiatives.
- Familiarity with financial reconciliation processes and reporting.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.

