

Job Description

Job title:	Service Charge Accountant
Reports to:	Customer Income Manager
Responsible for:	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.

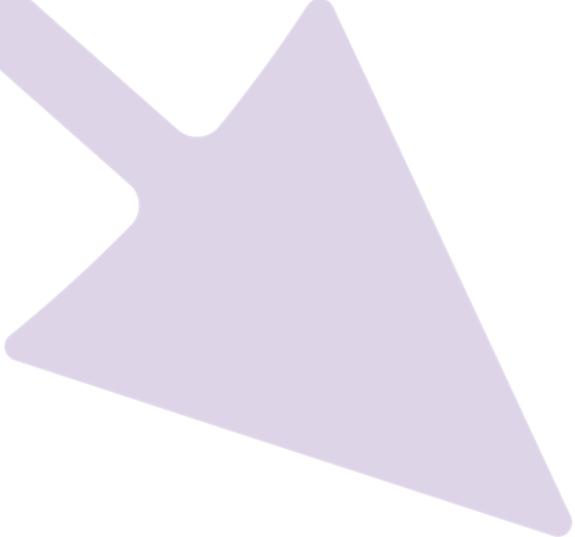
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people 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.

As a Service Charge Accountant, you will play a key role in ensuring that service charge costs are allocated correctly, in line with regulatory guidance and occupancy agreements. You will support the other Service Charge Accountants in delivering corporate and business objectives and contribute to the financial stability of Accent through accurate forecasting, budgeting, and reporting of service charge income and costs.

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.

As Service Charge Accountant, you will align with our values by ensuring accuracy and transparency in service charge accounting, collaborating across teams to ensure that all service charge costs provide value for money. Your leadership will inspire the Service Charge Officer to maintain high standards, while your attention to detail and commitment to best practices will ensure that Accent meets its regulatory obligations and enhances customer satisfaction. You will help build a culture of continuous improvement by seeking opportunities to enhance the service charge process and sharing insights through effective communication and reporting.



Key Responsibilities and Duties

- Lead the budget process to prepare service charge estimates for all schemes, ensuring accurate allocation of costs to schemes and account codes in the accounting system.
- Responsible for monitoring and forecasting service charge income and expenditure in the monthly management accounts, working closely with relevant stakeholder to mitigate adverse spend, forecast and analysis impact.
- Coach and mentor the Service Charge Officer, ensuring the delivery of an upper-class service and adherence to service charge regulations.
- Responsible for production and signoff of year end scheme accounts, ensuring that all year-end adjustments are recorded accurately. Lead on the audit and certification of year end scheme accounts, including sign-off with the Customer Income Manager and ensure all year-end adjustments are recorded accurately.
- Develop system-based reports to provide insight into service charge costs for internal stakeholders.
- Ensure that all records and documentation for service charge transactions are accurate and maintain an audit trail in line with best practices.
- Lead on specific complaints and enquiries from customers, ensuring a responsive and customer-focused approach.
- Support the wider organisation in providing data relating to S20
- Completion of S21 accounts and provision of S22 data
- Responsible for oversee, reviewing and signing off of balance sheet reconciliations, including reserve funds and associated bank movements
- Lead and contribute to the continuous service improvement of Service Charge related processes and procedure
- Stay up to date with relevant legislation and sector developments to ensure Accent remains compliant and meets all required standards.
- Ensure compliance with internal and external service-level agreements and deadline

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- I will proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture, and I will always act with integrity towards my peers and colleagues and not engage any disrespectful behaviours.
- Invest in our own personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, we create safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.

- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- In-depth understanding of financial service charge legislation and regulation, particularly concerning leaseholders and homeowners
- Experience with budget preparation under tight deadlines
- Strong communication skills, both written and verbal, with the ability to produce accurate and timely reports
- Experience working with auditors and managing audit processes
- Knowledge of various tenure types, including leasehold, shared ownership, and freehold
- Minimum AAT qualification and a willingness to pursue further qualifications
- Advanced proficiency with Microsoft Office applications, including Excel, with the ability to handle large data sets
- Strong problem-solving skills, with the ability to work independently and as part of a team

The added extras:

- Experience working with different service charge structures and schemes
- Relevant Accounting Qualifications (such as CIMA, ACCA)

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.