

# Job Description

<b>Job title:</b>	Service Charge Officer
<b>Reports to:</b>	Service Charge Accountant
<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.

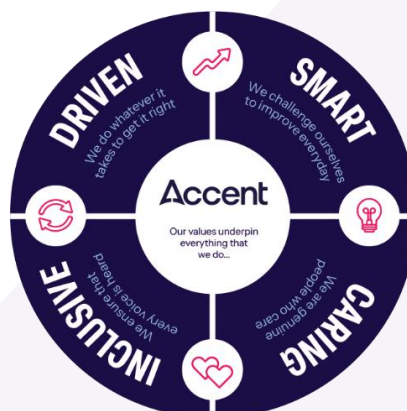
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people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

As a Service Charge Officer, you will support the Service Charge Accountant and the wider service charge team in the calculation and allocation of service charge costs, ensuring they align with regulatory guidance and occupancy agreements. You will assist in delivering corporate and business objectives through accurate budget setting, forecasting, and scheme accounts management, ensuring a positive experience for customers.

## 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 a Service Charge Officer, you will align with our values by working collaboratively to ensure that service charges are accurately calculated and communicated to residents. You will contribute to maintaining high standards of service delivery, ensuring that all financial processes are completed in a timely and efficient manner. Your role will involve working closely with other teams to provide detailed reporting and analysis, ensuring value for money is achieved across all service charge elements.



## Key Responsibilities and Duties

- Prepare scheme budget templates and carry out budget setting at scheme and account code level annually.
- Consolidate scheme budgets into the Group budget, covering both income and costs.
- Undertake the monthly budget variance analysis and forecasting including accruals and correction journals, providing commentary where required. Production of year end scheme accounts and ensure that all year-end adjustments are recorded accurately, ensuring that all necessary files, data, invoices, and analysis are readily available for auditors and customers
- Work closely with external print companies to ensure scheme accounts are processed and dispatched to customers within agreed deadlines
- Support the team in addressing external audit queries and assisting with S20, S21, and S22 requests as required
- Ensure compliance with internal and external service-level agreements and implement agreed process improvements
- Provide effective support to the service charge team on all aspects of budget setting, month-end processes, and forecasting
- Take part in training and development activities to continually enhance the department's performance
- Assist in projects related to the department as required, ensuring smooth operations and service continuity
- Undertaking the completion of Balance Sheet reconciliations ensuring all items are reconciled and ready for sign off by the Service Charge Accountant, and any anomalies are investigated and resolved
- Ensure that all records and documentation for service charge transactions are accurate and maintain an audit trail in line with best practices
- Contribute to the continuous improvement of Service Charge related processes and procedures
- Deal with and respond to any customer/colleague service charge queries or complaints

## The must haves:

- Proficient in Microsoft Office, particularly Excel, with the ability to manage large volumes of data
- Experience using spreadsheets and producing accurate reports
- Strong organisational skills, with a commitment to meeting deadlines and providing excellent customer service
- Part AAT (or equivalent qualification) or willingness to work towards or qualified through experience
- Effective interpersonal skills and the ability to solve problems efficiently

## The added extras:

- Knowledge of housing management systems and basic accounting principles
- Experience working within a large, pressurised department

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.