

**JOB DESCRIPTION**

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| **POST TITLE:** Revenue service Charge Manager |
| **GRADE:** 10 |
| **DIVISION / UNIT:** Homeownership Services |
| **DEPARTMENT:** Governance & Assurance |
| **REPORTS TO:** Service Charge Accountant |

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| **PURPOSE OF THE JOB**1. Deliver excellent professional and specialist services aligned with the Council’s vision, values, and priorities.
2. Manage and lead the Revenue Service Charge Team in analysing housing revenue spending to calculate charges, maximise recoveries, and minimise losses.
3. Collaborate with service providers to enhance delivery of chargeable housing services.
4. Drive continuous service improvement through effective policies, strategies, and team development.
5. Contribute positively to the transformation of Exchequer services, ensuring outcomes are high-quality and customer focused.
6. Support a culture of staff development, high performance, equal opportunity, and excellent service.
7. Build and maintain effective relationships with stakeholders to deliver user-focused services.
8. Enhance customer experience through ongoing service and interaction improvements, working closely with My Southwark Homeowners.
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| **PRINCIPAL ACCOUNTABILITIES**1. **Service Area Management**
	* Lead a team of officers in delivering statutory consultation and accurate revenue service charge calculations.
	* Ensure compliance with statutory and contractual obligations.
2. **Policy Responsibility by Charge Heading**
	* Lead procurement processes for long-term agreements ensuring alignment with service charge objectives.
	* Ensure IT and financial systems capture relevant cost data accurately.
	* Monitor and influence service provider spending to enhance charge accuracy.
	* Collaborate with finance colleagues to ensure correct cost mapping and HRA alignment.
	* Provide forecast analysis to support budget planning and financial control.
	* Manage technical queries, complaints, and tribunal/court representations related to service charges.
3. **Regulatory Compliance & Legal Knowledge**
	* Apply up-to-date legislation, case law, and best practice to maximise income and safeguard council interests.
4. **Policy and Legislative Advisory**
	* Advise on legislation changes, policy development, and best practices in service charges.
	* Communicate updates and consult with senior stakeholders.
5. **Billing Coordination & Risk Analysis**
	* Coordinate estimated and actual billing cycles (approx. £20m/year).
	* Analyse and mitigate financial risks, authorise adjustments, and ensure audit compliance.
6. **Performance & Service Development**
	* Foster partnerships to influence budget management related to service charges.
	* Deliver training and improve procedures across departments.
	* Champion system improvements, governance, and digital solutions.
	* Participate in benchmarking and drive continuous improvement.
7. **Performance Management**
	* Develop KPIs and assurance protocols to drive performance and ensure legislative compliance.
	* Implement and monitor a robust framework of service delivery standards.
8. **Team Leadership & Development**
	* Recruit, motivate, and appraise team members in line with Council policies.
	* Identify and meet staff training needs to ensure effective team performance.
9. **Stakeholder Engagement & Representation**
	* Maintain effective internal and external working relationships.
	* Prepare reports and represent the Council at meetings, tribunals, and public forums.

**Note:** Duties are not listed in order of priority. Additional tasks may be assigned in line with the post grade. |

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| **JOB CONTEXT / REPORTING TO*** **Reports to:** Service Charge Accountant
* **Manages:** Direct team of officers and, where required, broader Homeownership Services team

**Key Contacts*** Internal: Homeownership, Exchequer, Housing, Legal, Procurement, Audit teams
* External: Contractors, statutory authorities, MPs, Councillors, resident groups
* Other: Local authorities, housing associations, government bodies

**FINANCIAL MANAGEMENT*** Calculate and secure recovery of approx. £20m in annual revenue charges
* Ensure compliance with financial regulations and standing orders
* Identify and apply all eligible departmental/corporate costs
* Undertake statutory consultation and systems development to support financial processes

**STAFF MANAGEMENT*** Lead recruitment, training, and development initiatives
* Ensure team compliance with health, safety, and welfare standards
* Provide cover for broader Homeownership Services in absence of other managers

**GRADE & CONDITIONS*** **Grade:** 10
* **Hours:** 36/week (Monday to Friday)
* **Special Conditions:**
	+ Occasional evening and weekend work
	+ Commitment to Equal Opportunities Policy
	+ Governed by NJC conditions enhanced by Council policies

**The employment is subject to a probationary period of twenty-six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council’s satisfaction your suitability for the position in which you are employed.** |

**PERSON SPECIFICATION**

The person specification is a picture of skills, knowledge and experience required to carry out the job.

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| **Knowledge, including educational qualifications:** | **Essential (E)** | **How assessed (S/ I/ T)** |
| A detailed and intricate knowledge of pertinent legislation and case law, including Landlord & Tenant, Housing and Finance Acts, and their application to public sector leasehold management and service charges | E | S |
| Understanding of the delivery of housing management services, contract procurement, specifications of work and management of day-to-day repairs and maintenance | E | S |
| Qualified/part qualified with a recognised professional accounting body or extensive experience in a relevant field | E | S |
| Knowledge and understanding of all relevant aspects of local government finance including local authority accounting and financial administration and in particular the Housing Revenue Account | E | I |
| Exceptional knowledge and understanding of leases, assignments, freehold transfers and relevant legislation | E | I |
| Detailed knowledge and understanding of the processes and remit of Property Tribunals, Land Tribunals and Courts | E | I |
| Understanding of and commitment to Equal Opportunities Policy, Valuing Diversity, Health & Safety Policy, Tobacco Policy | E | I |
| **Experience:** |
| Substantial experience of working in an accountancy environment in a mixed tenure environment on a large residential property portfolio and implementing legislation relevant to leasehold management | E | S |
| Experience of managing a team of staff carrying out a diverse range of functions | E | S |
| Experience of calculation of diverse and complex service charge liabilities, reconciliation and audit functions and application of audit best practice | E | I |
| Experience of researching, compiling and presenting financial reports and procedures to a range of forums including leaseholder groups, council’s committees (or similar), senior management teams and Cabinet Members to enable effective decision making | E | I |
| Experience of setting and monitoring performance targets and using statistical information to implement change within the working environment | E | I |
| Experience of or awareness of the political aspects of policy issue in the local government context | E | I |
| **Aptitudes, Skills & Competencies:** |
| Ability to prioritise and manage work and projects effectively and meet deadlines particularly when faced with changes in priorities | E | S |
| A high level of interpersonal skills with the ability to communicate effectively to a high standard, orally and in writing and able to write complex reports | E | I |
| Ability to promote and apply effective financial control across business processes | E | I |
| Ability to determine whether divisions and departments, “books and records”, controls, systems are suitable for service charge construction and take the necessary action in short, medium and long term to mitigate or remedy any problems | E | T |
| Ability to motivate staff to meet set targets and deadlines in a constantly changing environment | E | I |
| Ability to present/argue topics verbally. | E | I |
| Ability to control high value and multi-dimensional calculations and reconcile individual calculations to prove financial probity, through multiple computerised financial systems | E | I |
| Ability to construct, analyse and interpret complex and statistical information and exercise judgement | E | T |
| Ability to use a wide range of computer packages, including Microsoft Word and Excel, Outlook, housing databases, financial management systems and IT systems to ensure completeness and accuracy of costs at cost centre level | E | I |
| **Special Conditions of Recruitment:** |
| Comply with and promote the Council’s Equal opportunities policy. |

**Key: E** Essential **S** Shortlisting criteria

 **I** Evaluated at interview

 **T** Subject to test