

Job Description

JOB DETAILS	
Job Title	Service Charge Officer
Service Area / Team	Homeownership/Housing Operations
Reports to	Homeownership Specialist
Post Number	TBC
Grade & Annual Salary	Grade E
Politically Restricted Post	N/A
DBS Requirement	N/A

JOB PURPOSE
- To assist in the implementation of an accurate and fair charging regime across all service charge elements for F&HDC tenants. Making the charges equitable and transparent in the charging structure and in line with good practice. - Working collaboratively with both internal and external customers regarding the delivery of service charges. - Accurately calculating, constructing, and issuing service charges ensuring compliance with legal deadlines, contractual agreements, policies, and procedures enabling full recoverability of costs.

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
Accurately calculate and construct service charges for tenants and other tenures.	Annually/biannual
Ensure service charges comply with policies, procedures, and current legislation.	Ongoing
Liaise with other service areas to compile and check data to be used for the calculation of service charges.	Annually/biannual
To take the lead in all service charge investigations following any disputes received.	When required
Ensure all correspondence, enquires, and complaints, regarding service charges is responded to within the appropriate timeframe.	Daily

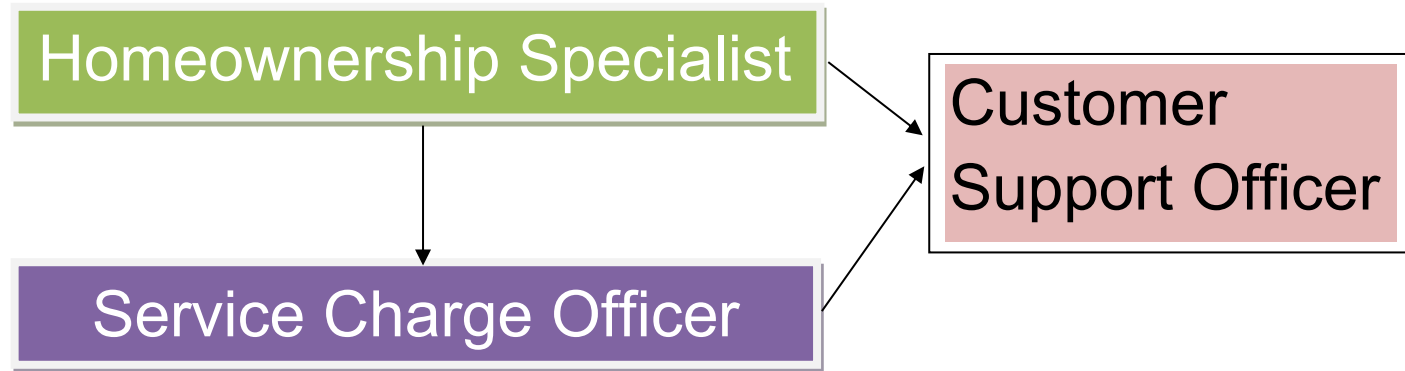
Review all service charge data supplied, raising and investigating queries regarding the data.	Ongoing
Pro-actively participate in service charge reviews.	Annually
Manage, monitor, and maintain the service charge module within the housing IT system, including producing the data loading documents.	Daily
Ensure tenants and other end users are provided accurate information and signposted to other service areas as appropriate.	Daily
Produce service charge analysis as and when required for internal stakeholders and tenants - HLT, HMT and STAP.	Ongoing
Actively benchmark with other LA's and HA's ensuring best practice.	Ongoing
Providing support as and when required to the wider homeownership service.	Ongoing
Work closely with the housing Income team to support income collection particularly in regard to service charge arrears.	Daily
Work collaboratively with other areas of the council including Finance and other Housing Operations and Assets teams.	Ongoing
Maintain up to date knowledge on service charges and developments within the housing sector.	Ongoing
Maintain up to date knowledge of relevant legislation in order to apply it to own work.	Ongoing
An expectation to add to proactively contribute towards updating the service arrears policies and procedure.	Ongoing
Identify and implement service improvements.	Ongoing

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.

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| <ul style="list-style-type: none">• To undergo any training necessary to be able to fulfil the requirements of the job. |
| <ul style="list-style-type: none">• To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time. |

Organisation Chart



Shepway District Council Person Specification

Post Title: Service Charge Officer

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential Good basic education to GCSE A-C standard or equivalent (including Maths & English) or experience that demonstrates proficiency	✓		
	Desirable - Accountancy qualification (full or part), or willingness to achieve - CIH level 3 or the willingness to achieve	✓ ✓		
Experience and Knowledge	Essential - Recent and relevant experience of working in a housing environment - At least 1 years' experience of housing management and/or financial systems (NEC service charge module desirable). - Knowledge and experience of rent and/or service charge processes. - Experience of collating and analysing large volumes of data.	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	
	Desirable Understanding of residential service charge management, including current legislative requirements and sector best practice.	✓	✓	
Skills and Abilities	Essential - Ability to work as part of a team - Ability to operate on own initiative with minimal supervision		✓ ✓	

	▪ Excellent written and oral communication skills ▪ High level of attention to detail and accuracy ▪ Competent user of IT, particularly Microsoft Office ▪ Proactive and committed to continued service and personal development ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels both internally and externally ▪ Ability to learn relevant legislation and best practice for service charge setting ▪ Excellent analytical and creative skills ▪ Excellent negotiation and persuasive skills ▪ The ability to communicate complex issues effectively	✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
	Desirable			