

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Service Charge Team Leader
DIRECTORATE:	Climate, Homes and Economy
SERVICE:	Homeownership Service
GRADE:	P03
LOCATION:	Within the London Borough of Hackney
RESPONSIBLE TO:	Service Charge Manager
RESPONSIBLE FOR:	To directly manage up to 6 staff Service Charge Officers

MAIN PURPOSE OF THE JOB:

The postholder will support the Service Charge Manager to lead, develop and manage a team of Service Charge Officers deliver the process of estimation, delivery and accounting of the recovery of £14 million in service charge costs.

Lead/manage a team of Service Charge Officers ensuring that the council meets its statutory obligations and best practice,

To set, monitor and deliver against financial and KPI targets for the team of Service Charge Officerst, ensuring effective delivery against timescales and compliance

Support the Service Charge Manager in providing strategic leadership in all matters relating to service charges, ensuring all residents are accurately and promptly charged for the provision of services in accordance with their agreements.

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Effectively manage, motivate, train and support the team of Service Charge Officers to carry out their roles efficiently and effectively.

MAIN AREAS OF RESPONSIBILITY

1. Work with the Service Charge Manager to develop a service charge service that ensures value for money and compliance with relevant policies, consultation processes and legislation. Implement the agreed strategy.
2. Develop processes to analyse, forecast and design the recovery of service charge costs for the team, providing information regularly to inform the departmental budget setting and forecasting processes.
3. Maintain an up to date knowledge of service charge regulations and legislation, cascading to the team.
4. Manage the annual budget setting and statement production for the team, ensuring that they are prepared accurately and to strict deadlines, enabling full recoverability of costs for the Group.
5. Ensure that the team documents all service charges made to leaseholders, and that they are auditable and fully supported.
6. Regularly review the output of the team including: reviewing exception reports on a regular basis and resolving issues identified, reviewing statements and obtaining approval for submission, ensuring invoices are logged promptly.
7. Manage and maintain the integrity of service charge applications and systems, ensuring that they remain robust and fit for purpose.
8. Develop and maintain a Local Knowledge Base for schemes and properties.
9. Provide information for and attend applications of the FTT and County Court as required.
10. Produce, review and monitor regular financial and key performance indicators and reports for the team relating to service charges costs, income and processes, ensuring that information provided to the Service Charge Manager and other senior managers is accurate, timely and understood.
11. Identify, investigate and understand variances from target, highlighting risks to the Service Charge Manager at the earliest opportunity, and recommending and initiating corrective action to address issues.
12. In consultation with the Service Charge Manager, design and implement improvements and changes in the service charge service.
13. Build and manage the relationships between the service charge team and other internal teams through regular effective liaison and delivery, to ensure the provision and receipt of information necessary to the effective running of the service charge team.
14. Participate as appropriate on specific projects, focus groups and forums, positively

15. representing the service charge team to internal teams and external people at all levels.
16. Develop and manage communications with residents from the team, ensuring that they are clear and comprehensive and in accordance with their lease / tenancy terms.
17. With the Service Charge Manager and Head of Homeownership, initiate and implement improvements to the service charge service in response to customer feedback to ensure that customer satisfaction for the service charge service meets targets.
18. Support the Homeownership Staff in promptly resolving service charge complaints and suggesting ways to minimise complaints.
19. Attend meetings with residents as required to communicate and respond to service charge issues.
20. To ensure the team respond to all customer enquiries and complaints within agreed service standards and where necessary, contact customers to clarify issues raised and carry out site inspections in order to determine reasonable dispute resolutions.
21. To have responsibility for the efficient and accurate maintenance of property, owner and account details in accordance with departmental procedures and within set deadlines.
22. To perform any financial or administrative duty within the required deadlines, such as statistical returns on service charge and major works income, which will assist Homeownership Service.
23. To support the Service Charge Manager, or any other Manager within the Service Area, in the successful recruitment and induction of staff into Homeownership Service ensuring the Council's Recruitment Policy is upheld.
24. To keep staff regularly updated of changes to legislation, statutory requirements, organisational policies, procedures, and IT system developments, providing necessary guidelines and adequate training so that a consistent and proficient customer service is always provided.
25. Where necessary, arrange any refund due to service charge, major works payers and shared owners, ensuring that correct calculations are carried out and that accurate record, with any supporting documentation are maintained.
26. To carry out any other duty, as requested by the Head of Homeownership Service, that is commensurate with this post.

27. To attend work at times required by the needs of the service which may include working evenings and/or weekend.

OTHER DUTIES AND RESPONSIBILITIES:

- To actively promote customer care, value for money and performance management in own role.
- To demonstrate a whole hearted commitment to the organisational values and culture.
- To positively promote and represent Hackney Council
- To promote an environment of continuous learning and improvement.
- The post holder will be expected to undertake such additional duties or responsibilities, consistent with the role and grade, as may be allocated.

NB: All employees are expected to adhere to the Council's Diversity and Equality and Health and Safety Policies.

SIGNATURES : JOB DESCRIPTION DISCUSSED AND AGREED	
SIGNATURE OF POST HOLDER:.....	
DATE:.....	
SIGNATURE OF MANAGER:.....	
DATE:.....	

PERSON SPECIFICATION

POST TITLE:	Service Charge Team Leader
GRADE:	
DATE LAST REVIEWED:	July 2022

CRITERIA :	TO BE TESTED AT: (Shortlisting, Interview, Test)
Qualifications, Knowledge & Experience Requirements:	
To hold or be studying towards a degree in housing / accounting or related field or have a housing / accounting qualification, OR have relevant experience of working in Service Charges and Qualified By Experience (QBE) in accounting within the public or private sector	S/I
To hold a Management qualification OR relevant management experience	S/I
Experience of setting, monitoring service charge estimates and actuals	S/I/T
Experience of creating and implementing excellent customer service practices to efficiently resolve service charge disputes, complex cases, and enquiries	S/I/T
Experience of team working on a flexible basis in a high pressured environment.	S/I/T
Experience of developing and implementing efficient policies and procedures	S/I/T
In depth knowledge of RTB, housing and service charge/major works legislation and the legal processes which govern service charges and management of leasehold and freehold properties	S/I/T
In depth knowledge of service charge accounting methodology and best practice	S/I/T
Skills and Abilities:	
High level of numeracy skills to accurately calculate balances and repayment agreements and to prepare financial statements	S/I/T
A high level of attention to detail	I
High level of oral and written communication skills, with an	S/I/T

ability to communicate effectively with a wide range of people of different levels of seniority	
Ability to operate effectively, meet conflicting priorities and delegate work where necessary in order to meet deadlines	S/I/T
Excellent customer services skills and ability to successfully market and promote the services provided by Leasehold & Right to Buy Services	S/I/T
Able to work on own initiative, be flexible and a supportive member of a team	S/I/T
Excellent IT skills, proficient in Microsoft and Google packages, especially Excel, Google spreadsheets & documents, and Access	T
Excellent negotiation skills to resolve customer disputes and complex cases	S/I/T
Excellent organisational skills to be able to prioritise conflicting demands	S/I
London Borough of Hackney Requirements:	
Commitment to London Borough of Hackney's core vision and values	I
Commitment to a culture of learning, development and empowerment across the organisation	I
Wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity	I
Committed to team working	I
Other Special Requirements:	
Willingness and ability to work flexible hours on occasions including during some weekends and evenings.	I

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