



# Service Charge officer



Working better together  
for our residents

## > Operations > Service Charges and Legal

### What's it all about

To support the service charges team to deliver a first class service to operational colleagues, enabling accurate, transparent and high quality service charges to residents.

### How you'll make a difference

- All relevant residents receive high quality service charge budgets to allow meaningful consultation
- All relevant residents receive high quality accounts on time with fewer than 5% S20bs
- An end to end service charge app that allows live costs to be shared transparently with customers.
- Informed and engaged operational staff who are supported and encouraged to deliver high quality, compliant and value for money services.

### How you'll do it

- Support the delivery of a comprehensive service charge management framework. Assist in identifying high risk schemes and support the implementation of action plans to ensure business risks are mitigated and customer centric outcomes delivered.
- Work with the Business Partners to proactively engage with your operational colleagues to ensure service charge priorities are delivered. Be responsive and can do in the face of queries.
- Support the effective delivery of all aspects of the service charge cycle, including meaningful consultation with residents on service charge budgets, robust in-year variance reporting and quality end of year reconciliations/accounts.
- Support the effective resolution of disputes, mediation, or First Tier Tribunal (FTT) processes, providing first class expertise to service charge and operational colleagues.
- Support the compliant delivery of Qualifying Long Term Agreements (QLTAs)
- Assist with spot checks on key schemes to provide Quality Assurance and implement action plans where necessary.

- Support effective systems and data management in relation to service charges, including the processing and dissemination of all documentation related to the service charge cycle.
- Where necessary, manage supplier invoices and purchase orders to ensure costs are coded correctly. Work with the Business Partners to ensure costs not coded correctly to schemes reach their rightful home.
- Work with operational colleagues to develop value for money services, where cost pressures are mitigated for residents and all appropriate costs recouped for the business.
- Work with your service charge colleagues to collectively become a centre of excellence for service charge practice, learning from other providers to continually amend and develop practices for the benefit of the business and residents.

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at staff level.

#### Essential knowledge, experience and skills



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- Understanding of tenancy agreements, leases and deeds of transfer etc.
- Understanding and experience of working compliantly with varying service charge regimes (fixed and variable)
- Evidence of excellent service improvement achievements in a customer focussed environment.
- Strong written and verbal communication skills.
- Excellent interpersonal skills.
- Numerate and able to perform a reconciliation of costs.
- Strong IT skills, including intermediate Microsoft office.
- Ideally AIRPM – essential to be delivered in 12 months