

## Finance - Operations & Corporate

### What's it all about

As a Business Partner within Income Optimisation, you will play a key role in supporting the financial operations and strategy within the department. Your focus will be on managing and aligning processes with the unique requirements of service charge operations, ensuring fair and transparent charging for residents.

### How you'll make a difference

You will be instrumental in promoting and embedding a customer-centric approach within the organisation's practices. Your efforts in aligning operational strategies with customer needs will significantly contribute to improving service delivery and achieving the organisation's objectives

### How you'll do it

- Manage and optimise the financial aspects of service charges, ensuring accuracy and compliance with relevant audit and legal requirements
- Provide insights to the service charge operational teams, facilitating informed decision-making
- Review necessary documents including leases and tenancies alongside site visits and map this onto the effective and compliant delivery of service charges.
- Work with contract managers to develop value for money services, where cost pressures are mitigated for customers and all appropriate costs recouped for the business.
- Work closely with Finance Business Partners on the service charge audit, coordinating and answering queries and liaising with the operational teams.
- Oversee and ensure effective delivery of all aspects of the service charge cycle.
- Support the Business in their decision-making by offering day-to-day advice through effective business partnering.
- Participate in planning and reporting, maintaining accuracy and timeliness.
- Develop and adapt reporting processes to meet evolving business needs
- Maintain accurate data, managing large complex data sets on excel and in-house systems
- Build and maintain strong relationships with internal teams and relevant external partners
- Assist in developing reporting processes tailored to the service charge management, offering relevant and insightful financial analyses

### 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
- Dependable
- Empowered
- Progressive
- Inclusive

For each value, we've created example behaviours to help you understand our expectations in more detail.

#### Essential knowledge, experience and skills including qualifications and professional membership

- Significant experience of working compliantly with both fixed and variable service charge regimes, directly and through business partnering.
- Significant experience of reading and understanding tenancy agreements, leases, deeds of transfer etc.
- Evidence of excellent service improvement achievements in a complex service delivery environment.
- Experience of building and managing effective relationships with a range of stakeholders, ideally in a matrix way across teams.
- Strong communication and interpersonal skills for diverse audience engagement; work collaboratively with internal and external stakeholders
- Capable of analysing complex data to provide data driven proposals
- Experience influencing operational activities at both tactical and strategic levels across all areas of the business
- Experience manipulating large and complex data sets across multiple systems
- Proficiency in Excel and Power BI, knowledge of D365 preferred
- Uphold ethical principles including integrity, objectivity, professional competence, confidentiality, and professional behaviour