

What's it all about

We are seeking a highly motivated and experienced Finance Manager to oversee and optimise income starting with service charges within our social housing portfolio. The successful candidate will lead a team of six staff members, ensuring efficient and effective management of service charges while striving to enhance value for our residents.

How you'll make a difference

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

How you'll do it

- Oversee the calculation, allocation, and collection of service charges, ensuring accuracy and compliance with relevant regulations.
- Perform reconciliations promptly to ensure financial accuracy and integrity, including Data Collection, Comparison, Investigation, Documentation, Reporting, Timeliness.
- Identify and implement strategies to optimise service charges, reducing costs while maintaining high service standards.
- Manage and mentor a team of six staff members, fostering a collaborative and high-performance work environment.
- Liaise with operational colleagues, and other stakeholders to address concerns and ensure transparency in service charge management.
- Develop and manage budgets related to service charges, providing regular forecasts and financial reports.
- Compliance with all relevant legislation and regulatory requirements, preparing and presenting reports to senior management.
- Continuously review and improve processes related to service charge management, leveraging technology and best practices.
- Maintain accurate data, managing large complex data sets on excel and in-house systems
- Provide training and support to team members, enhancing their skills and knowledge in service charge management.

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

- Education: Degree or Masters in Finance / Economics or a related field. A relevant professional qualification (e.g. Accountant / Surveyor etc) is desirable
- Extensive experience in project management / continuous improvement or service charge management in social housing.
- 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.
- Track record of success in a management role; meeting challenging objectives and delivering business performance that exceeds expectations and targets.
- Track record of excellent service improvement achievements in a complex service delivery environment.
- Strong communication and interpersonal skills for diverse audience engagement; work collaboratively with internal and external stakeholders
- 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 and analysing complex data to provide data driven proposals
- Proficiency in Excel and Power BI, knowledge of D365 preferred
- Uphold ethical principles including integrity, objectivity, professional competence, confidentiality, and professional behaviour