

Finance

All about us

We're a not-for-profit organisation with a focus on providing quality homes at below-market rents for people who would otherwise struggle to afford them. We are both a landlord and a developer, with more than 60,000 existing homes and 8,000 more in our pipeline, and a well-established commercial business from which we reinvest surpluses to support the provision of below market-rent homes across the capital.

How you'll make a difference

The primary purpose of the role is to maintain the integrity of the databases and provide a Financial and administrative support service in a service charge department.

What's it all about

As a valued member of the Finance team, you will drive a customer centric ethos and continuous improvement culture within our Finance team, ensuring all finance services deliver the best outcomes for our residents

How you'll do it

- Work closely with the Service Charge Finance Business Partner and Operations Teams to provide answers to their questions related to service charge transactions
- Liaise with the internal departments to provide information to external auditors and provide answers to their questions during the audit process.
- Actively manage service charge queries/complaints through our CRM system and allocate them to the relevant Service Charge Finance Business Partner and then monitor response times.
- Assist the Service Charge Finance Business Partners in providing the relevant back up in the form of Invoices for services provided to residents.
- Reconciliation of all the transactions related to various services provided to the residents
- Assisting in preparation of documentation under section 22 of the Landlord and Tenant Act 1985 for the resident to inspect.
- Maintain a working knowledge of all relevant legislation, procedures and best practice for the Service Charge function.
- Assist in the delivery of continuous performance improvements across the function
- Maintain accurate data, managing large complex data sets on excel and in-house systems

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 manager level.

Essential knowledge, experience, skills and qualifications including professional membership

- Prior experience working in a busy Transactional Team in a large customer focused business
- Understanding of the principles of double entry bookkeeping and the implications of accounting entries in general
- Proven experience of managing a workload as part of a medium sized team in a high volume transactional organisation
- Able to resolve complex issues through data analysis and proven problem-solving techniques
- Strong communication and interpersonal skills; work collaboratively with internal and external stakeholders
- Proficiency in Excel; knowledge of D365 preferred
- Ideally studying towards an AAT or CCAB recognised accounting qualification with supporting CPD (study support is available where applicable)
- Uphold ethical principles including integrity, objectivity, professional competence, confidentiality, and professional behaviour