

## > Operations Directorate > Customer Experience

### What's it all about

The Rent Officer post is an important role which supports the operation business to ensure that accurate rent levels are provided, and accounts and payment methods set up to ensure a smooth and compliant onboarding of new residents. The role extends to support the Rents Compliance Team to ensure we follow a clear and transparent rent setting process for our customers and deliver on our regulatory, statutory and locally agreed requirements as applicable.

### How you'll make a difference

Working within the Rents Compliance & Operations team, your role is crucial to support our customers and operational colleagues to ensure rent levels, rent setting and annual rent reviews are compliant and helps us to meet our six priorities as outlined in our customer strategy.

Committing to provide the best service to our internal and external customers, delivering to expectations, acting with integrity whilst having commercial awareness of the regulatory environment in which the team works.

### How you'll do it

- Ensure Notting Hill Genesis (NHG) remains compliant with the regulators economic rent standard through robust and rigorous application of regulatory and statutory rent levels and annual rent reviews.
- Ensure all relevant elements of the role are delivered in line with NHH's Rent and lettings policies.
- Administer the setting up of rent accounts and enable residents to pay rent from the outset of their tenancy through the creation of bar-codes.
- Implementation of the annual rent review, rent budget and rent statement process through giving administrative support.
- Provide support on improvement projects which relate to the automation or improvement of systems or processes in relation to rents.

- Carry out cyclical data validation checks advising on coding errors and procedural risks.
- Manage regulatory and non-regulatory rent setting exceptions and exemptions according to relevant policies and contracts.

### All about you

#### Behaviours for success

You will need to show us how you match our values, and how you'll behave to ensure those are visible when carrying out your work.

#### Essential knowledge, experience and skills

- Experience and knowledge of the affordable housing sector and the regulatory environment in which it operates including rent standard and applicable legislative principles.
- Excellent analytical skills with proven experience of working with complex data.
- Proficient numerical skills with proven experience of working with large volumes of data, from multiple sources and testing for accuracy.
- Excellent written and verbal communication and presentation skills; experience of preparing and delivering reports to Director level.
- Excellent IT skills including Microsoft Office Word, Excel, PowerPoint, Outlook and Visio.
- Ability to use the Northgate housing system.
- Ability to utilise, interpret and report on monitoring tools to verify the accuracy compliance with legal and regulatory requirements.
- Understand and support in the implementation/ maintenance of legal and regulatory rules around rent setting.



Working better together  
for our residents

- Effective IT skills including basic/ intermediate MS Office skills.

## General

Ensure you follow the financial regulations, policies, and procedures at NHG.

Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Provide high quality reports and deliver presentations when necessary.