

## What's it all about

As a Finance Business Partner within Service Charges, you will play a key role in supporting the financial operations and strategy within the department. Your focus will be on managing and aligning financial 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 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

- Drive financial management, focusing specifically on the requirements of the Service Charges department.
- Manage and optimise the financial aspects of service charges, ensuring accuracy and compliance with relevant audit and legal requirements
- Provide financial support and insights to the service charge teams, facilitating informed decision-making
- Participate in financial planning and reporting, maintaining accuracy and timeliness.
- Act as a strategic financial advisor to the business units, developing financial models to aid data driven decision-making
- Produce financial planning and reporting for the various business areas, ensuring accuracy and timeliness and facilitating the consolidation into the wider business.
- Develop and adapt reporting processes to meet evolving needs, offering insightful financial analysis.
- 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
- 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

- Hold, or be actively working towards, a CCAB recognised accounting qualification.
- Previous experience of business partnering with non-Finance colleagues, providing finance expertise and commercial challenge
- 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
- Evidence of effective working relationships within a finance team and other internal stakeholders
- Awareness of service charge activities and legislation preferable
- Proficiency in Excel and Power BI, knowledge of D365 preferred
- Uphold ethical principles including integrity, objectivity, professional competence, confidentiality, and professional behaviour