

Head of income optimisation



Working better together
for our residents

Finance

What's it all about

As a head of service, you will be at the forefront of shaping the organisation's revenue landscape. Initially focusing on service charges, your remit will extend to overseeing and optimising all forms of revenue income. You will excel in delivering excellent business partnering and robust data analytics, as well as ensuring stringent financial control in revenue-generating activities.

How you'll make a difference

As a senior member of the finance team, you will drive a culture of customer centricity and continuous improvement across the finance directorate, ensuring all finance services deliver the best outcomes for our residents.

How you'll do it

- Specialise in income optimisation with a history of truly embedded partnering in business operations
- Communicate and influence at a strategic level and influence the financial and operational direction of the organisation
- Be responsible for understanding and optimising income-per-unit across all settled tenures
- Partner effectively with internal and external stakeholders to drive service charge recovery and revenue optimisation strategies
- Act as a strategic financial advisor to senior operations colleagues and other relevant internal stakeholders, providing first-rate business partnering services to influence decision-making
- Collaborate with other heads of service to scrutinise and improve processes, ensuring they are efficient, effective, and strategically aligned
- Work closely with operations colleagues on the annual service charges audit, guaranteeing accurate and timely financial statements as required by legislation
- Work in tandem with the head of financial planning and analytics and business partnering to ensure comprehensive business partnering services

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 leadership level.

Essential knowledge, experience and skills including qualifications and professional membership

- CCAB recognised accounting qualification with supporting continued professional development
- Demonstrate the fundamental ethical principles of integrity, objectivity, professional competence, confidentiality, and professional behaviour
- Be a confident and experienced role model and leader, ensuring you reflect our organisation-wide values and know what it takes to motivate your team
- Demonstrate effective and confident interpersonal and written and oral communication skills with the ability to engage with a range of internal and external audiences and work in genuine collaboration with others
- Capability for strategic thinking and ability to analyse complex data, review alternative solutions, and reach speedy, well-formed conclusions
- Strong knowledge of service charge activities and legislation, or the ability to quickly acquire this knowledge
- A proven track record of leading cross-functional teams aimed at income optimisation and service charge management
- Capacity to innovate and implement new revenue-generating initiatives or products, informed by robust research and data analytics