Income Optimisation Analyst

Working better together
for our residents

What's it all about

As the Income Optimisation Analyst, you support the management and optimisation of service charges within our social housing portfolio. The successful candidate will work closely with the Income Optimisation Project Manager and a dedicated team to ensure accurate service charge calculations and identify opportunities for cost savings and efficiency improvements.

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

- Assist in the calculation, allocation, and reconciliation 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.
- Maintain and analyse large datasets related to service charges, identifying trends and areas for optimization.
- Prepare regular financial reports and dashboards to track service charge performance and highlight key insights.
- Support initiatives to reduce service charge costs while maintaining high service standards, including benchmarking and process improvements.
- Collaborate with operational colleagues and other stakeholders to address queries and provide clear explanations of service charges accounting treatments.
- Assist in the development and management of budgets related to service charges, providing input for forecasts and financial planning.
- Ensure all service charge activities comply with relevant legislation and regulatory requirements.
- Contribute to the continuous improvement of service charge management processes, leveraging technology and best practices.
- Develop and adapt reporting processes to meet evolving needs, offering insightful financial analysis.

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

- Bachelor's degree in finance, Accounting, Business Administration, Data Analytics or a related field.
- Previous experience in financial analysis, accounting, or a related role, preferably within the social housing sector.
- Strong analytical and problem-solving skills, excellent attention to detail, and proficiency in financial analysis and reporting.
- Understanding of service charge regulations and best practices in social housing is preferred.
- 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 manipulating large and complex data sets across multiple systems
- Awareness of service charge activities and legislation preferable
- Strong IT skills - Proficiency in Excel and Power BI, knowledge of data analytics tools and D365 preferred
- Uphold ethical principles including integrity, objectivity, professional competence, confidentiality, and professional behaviour