

# Director of Customer Accounts and Service Charges



Working better together  
for our residents

## > Operations

### What's it all about

Reporting to the Chief Customer Officer you'll be responsible for setting up and managing a dedicated customer accounts service managing arrears and service charges in excess of c£700m.

### How you'll make a difference

Setting up and managing a dedicated service to maximise our income across all tenures through reducing our arrears and managing service charges effectively, ensuring our Resident First approach is embedded by providing support and advice to enable them to sustain their tenancies.

### How you'll do it

- The main purpose of the role is to develop and lead a strategic, modern Customer Accounts service for all tenures. Optimising payments and debt recovery processes, through an effective income collection strategy. Maximising recovery of service charges ensuring they deliver value for money.
- Lead a compliant service charge service that balances customer focus with maximising income recovery, whilst ensuring it is implemented effectively to meet regulatory and legal requirements
- Acting as a subject matter expert to transform our service charge offer to residents.
- Ensure residents receive accurate, timely and high quality service charge budgets enabling meaningful budget engagement.
- Own the commencement and ending of tenancies process (all tenures) ensuring our core system data is accurate and income maximised.
- Ensure support is in place for residents to sustain their tenancies and maximise their income.
- As a key member of the senior leadership team provide organisational insight and direction on the future challenges of income collection due to welfare reform and the wider economic environment.
- Build relationships with strategic partners e.g. DWP and Local Authorities, as well as other key stakeholders especially those influencing

government around the implications of policy on housing affordability and income recovery.

- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - least two days in an office working with others. Depending on work and interactions required working from home may be possible one day a week.

### Key Accountabilities

- Lead the development and implementation of a proactive and reactive income collection strategy, anticipating complex issues, challenges, and opportunities and ensuring integration with wider corporate strategy.
- Manage and report on the performance of customer Accounts and Service Charges to ensure the achievement of annual business KPI's and objectives.
- Manage the strategic direction of financial transaction management relating to income collection services, optimising processes, improving record-keeping accuracy, and synchronising account reconciliation as well as managing 3<sup>rd</sup> party contracts.
- Undertake strategic and tactical financial analysis, modelling, and evaluation of income collection services across current and former debt using insight to deliver improvements
- Create, present, and communicate high-impact data and analytics insights and recommendations to critical internal and external stakeholders.
- Lead the development of policies, procedures, and related guidelines relating to income collection services, ensuring compliance with external requirements and integration with the broader corporate policy framework.

- Develop and implement a relationship management plan for strategic and operational partners and stakeholders building key relationships at local and national levels.
- Putting residents first, ensure effective support and advice is provided to enable them to sustain their tenancies and leases.
- Provide authoritative specialist advice to the leadership team within NHG to guide the implementation of policy and the design and implementation of projects and change initiatives relating to customer accounts 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
- I'll promote a culture of empathy and understanding throughout the organisation through my own actions and by holding my team to account so that customer needs are always our first consideration.
- I'll set the direction and ambitious goals for the organisation, challenging us to always be better.
- I'll be transparent in my decisions and actions, managing my team well to ensure colleagues and customers can trust my leadership.
- I'll actively promote and champion diversity and inclusion, ensuring the organisation is representative of the communities we work in and for.
- I'll promote a culture of autonomy in which people have the appropriate resources and direction to succeed.

This is a people manager role. Please refer to our people manager standards.

### Essential knowledge, experience and skills including qualifications and professional membership

#### Essential

- Educated to degree level in a related field such as Housing Management, Property Management, Business or Finance.
- Membership in a relevant professional body, such as the Chartered Institute of Housing, Royal Institute of Chartered Surveyors, Institute of Residential Property Management, Chartered Institute of Credit Management
- Significant experience in a senior income, service charge or revenue benefits leadership role in a similarly complex organisation.
- Deep understanding of the regulatory landscape for rents, benefits, service charges and statutory stages of income collection in the social housing sector.
- Demonstrable experience leading significant transformation, change and performance improvement in an income collection or revenues and benefits service.
- Demonstrable systems transformation and implementation experience.

#### Desirable

- Experience in a large national organisation.
- Evidence of significant experience in driving rapid cultural change in an organisation.
- Process and target operating model reconfiguration experience.
- Direct experience of working in the social housing sector
- Experience of using Rent Sense income management system