**Service Charge Officer**

Do you have the expertise, attention to detail and dedication to play a key role in delivering timely, accurate, transparent, and high-quality service charges?

Do you have the relationship building skills to develop and sustain strong relationships with operational colleagues within your defined business region?

Are you customer-focused recognising the crucial role that service charge accounts play to support Notting Hill Genesis to live well in their homes?

**Main Responsibility**

We are recruiting two Service Charge Officer positions to contribute to our vision of delivering high-quality service charges to residents.

Transparent and clear service charges are fundamental to resident satisfaction, and as a Service Charge Officer, you will have responsibility for delivering service charge accounts within a specific region. Working closely with operational teams throughout the year, you will drive the successful delivery of the end-to-end service charge cycle, delivering compliance and customer-focused process.

We have some ambitious service charge targets in our customer strategy. This includes meaningful consultation across 100% of our schemes ahead of annual service charge budget and a target of fewer than 5% section 20b notices by the end of 2025. We need candidates who are outcome motivated to help us achieve this.

Service charges touch many teams at NHG, from repairs to planned investment, compliance to building safety, estate services to insurance. You’ll be the gatekeeper of service charge costs for your region and will work positively with stakeholders to develop processes to support this.

The Service Charge Officer role is the bridge between the operational teams and finance. The role is part of our offer to local officers to support the delivery of service charges and make a positive impact shaping residents’ experience of service charges.

**The Ideal Candidate**

We believe that great service starts with great people, and are committed to recruiting and developing passionate, progressive, and enthusiastic individuals who can add value to our thriving organisation.

Under a Service Charge Business Partner, you will work alongside other Service Charge Officer peers to work consistently and share best practice. You will be proficient with excel and numbers and be confident with service charge compliance legislation.

You will be as comfortable working with numbers and spreadsheets, as getting out and about with local officers to see how service charges come to life when mapped onto the properties in your region. A strong communicator, both written and verbal, you will play a key role in motivating and supporting operational staff in breaking down service charge accounts for residents. You will have the talent to explain how service charges work in a clear, accessible, and inclusive manner.

You can break down jargon and complicated processes and communicate these clearly to operational colleagues and residents alike. You seek solutions and proactively identify risks to flag these to stakeholders. Above all else, you take pride in your work and seek to establish a culture of service improvement. As a resident advocate, you see how your work affects residents and the part you play.

You will be expected to be in the office/on-site a minimum of 3 days a week.

**Necessary experience and skills -**

* Understanding and experience of working compliantly with varying service charge regimes (fixed and variable).
* Experience of reading and understanding tenancy agreements, leases, deeds of transfer etc.
* Experience of building and managing effective relationships with a range of stakeholders, ideally in a matrix way across teams.
* Experience of effective analysis of complex data to make business decisions.
* Excellent interpersonal skills.
* Strong IT skills, including advanced Excel.
* Awareness of the RICS service charge residential code and ICAEW tech 03/11 and how to apply them.

**Desirable**

* Ideally AIRPM – essential to be delivered in 12 months.

We value and respect difference and are committed to building an inclusive culture by creating an environment where you can balance a successful career with your commitments and interests outside of work. We support flexible working arrangements that foster collaboration, combined with the power of in-person interactions. Our optimal balance of three days a week in the office or with customers ensures we're at our prime, crafting exceptional customer experiences and achieving outstanding business outcomes. Some roles lend themselves to flexible options more than others and we are open to discussing agile working opportunities during the hiring process.

**How to apply/selection process**

Step 1 – Send your CV and a supporting statement answering the following question.

* To ensure accuracy of service charge spend, what are the important factors to consider when reconciling expenditure?

Step 2 – Successful candidates will be selected for an interview.

Step 3 – Successful candidates will be asked to present to the interview panel or submit a prescribed piece of work – you will be told in advance what you need to prepare for

Closing date:

Interview date:

**Please review the attached role profile for more information.**

Please apply for this role with us online. If you are not able to apply online, please contact our HR team via jobs@nhg.org.uk to discuss your requirements.

If you have any questions that you would like to discuss then please contact Tom Bullock at tom.bullock@retinue-solutions.com

**About the Company**

Notting Hill Genesis is now one of the largest housing associations in London and the southeast. We own and manage more than 67,000 homes and employ around 1,500 staff. We provide homes across a range of tenures and are committed to continuing to deliver housing that is affordable to all. Our roots reach back to the 1960s when our legacy organisations were set up by local people who shared a similar vision – to house west London’s working poor, providing them a home from which to build themselves and their families a secure future. For more information on what we do and what makes us different please visit: <https://www.nhg.org.uk/about-us/>

**Our people**

We value our people and both respect and celebrate their differences. We’re proud to say that our colleagues come from different backgrounds, with varied outlooks and are from all over the world. We encourage and are committed to diversity. We know that when people with varied experiences and unique points of view come together, it makes us a stronger organisation and more able to help the wide range of residents that we serve. We want all our colleagues to bring their full selves to work in a culture and environment based on respect and fairness, regardless of role, background or ability.

**Our pledges**

We are proud signatories of the G15 group’s diversity pledge to encourage more diversity in the boardroom and at senior level. The pledge on ethnic diversity commits NHG to reflect the ethnic diversity of the communities we work in at all levels and particularly at senior managerial, leadership and board levels.

We have under-representation of ethnically diverse colleagues at this level and are keen to fill this gap. We welcome applications from everyone. For this role, we especially encourage ethnically diverse candidates to join us and be part of an inclusive culture that celebrates diversity, equality of opportunity and provides a place for you to grow your career.

We are also a Stonewall Diversity Champion, a Disability Confident employer and have signed up to Harry’s Pledge. We actively monitor the diversity of our workforce and strive to show equal representation throughout all levels of the organisation.