

# Group Finance Manager - Income Optimisation



Working better together  
for our residents

## Finance - Operations & Corporate

### What's it all about

As a Group Finance Manager for Income Optimisation, your role involves being the vital link between the Finance and Operational service charge teams.

You will be responsible for developing and implementing financial strategies that optimise income, ensure compliance with legislation and provide residents with fair and transparent charging. This role requires excellent business acumen and stakeholder management skills with the ability to develop a team to drive financial performance and efficiency

### How you'll make a difference

Your role is pivotal in nurturing a customer-centric culture within the Finance team and across the organisation. By ensuring that financial strategies are closely aligned with customer needs and business goals, you will play a key role in enhancing customer satisfaction and driving the organisation's success.

### How you'll do it

- Own the management of all the financial aspects of service charges, ensuring accuracy, compliance and efficiency.
- Act as a strategic advisor to service charge teams, offering dedicated business partnering support and commercial challenge.
- Support the Head of Income Optimisation with regard to all Financial aspects of managing Service Charge, deputising for them when needed.
- Manage senior stakeholders from across Operations, communicating effectively across all levels, influencing financial and strategic decisions
- Lead financial planning and reporting for service charges, adhering to legal and audit requirements and ensuring timeliness and accuracy
- Build and maintain strong relationships with internal teams, particularly Operations, and relevant external partners to enhance service charge processes
- Develop and adapt reporting processes to meet the specific needs of service charge management, providing insightful financial analysis
- Maintain accurate data, managing large complex data sets on excel and in-house systems
- Manage and mentor a team of finance business partners fostering a culture of continuous learning and professional development.

### 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 a CCAB recognised accounting qualification with supporting CPD.
- Extensive experience of business partnering with non-Finance colleagues, providing finance expertise and commercial challenge
- Proven track record of Leadership and developing high performing teams
- Strong communication and interpersonal skills for diverse audience engagement; work collaboratively with internal and external stakeholders
- Experience working within a high volume, fast paced service based industry
- Strategic thinking ability; capable of analysing complex data to develop solutions and make data driven decisions
- Experience influencing operational activities at both tactical and strategic levels across all areas of the business
- Proficiency in Excel; knowledge of D365 and Power BI preferred
- Knowledge of service charge activities and legislation, or relevant experience in Rents / Contract Management is preferred
- Uphold ethical principles including integrity, objectivity, professional competence, confidentiality, and professional behaviour