

Landlord Payments and Billing Officer

Operations Directorate (Temporary Housing)

Overview	
Role Purpose	To be responsible for paying our landlords their monthly rent and billing local authorities for rent and other charges/fees. To provide a responsive service for landlord queries relating to payments and deductions.
Responsible for	Landlord Payments & Local Authority Billing
Reports to	Payment and Performance Manager
Line management	N/A
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	Finance, operations, IT, asset management.
External	Local authorities, contractors, landlords, managing agents, solicitors.

Role accountabilities
<ul style="list-style-type: none"> • Processing landlord payments with completion of integrity checks, process hand-back of property payments to landlords, calculating landlord recharges against rent payments. • Ensuring compliance in your work and all records are accurate and up to date, with all measures and processes being followed. • All issues related to the landlord integrity checks are followed through to conclusion and correct information reflected on the system. • Develop a debt recovery procedure for landlords who are overpaid. • Responsible for all queries relating to payments and deductions. • Organise landlord mail outs and statements. • Purchase orders and invoices processing and maintaining of records. • HMRC returns and systems updated for overseas landlords. • Invoicing local authorities for rents and other charges. • Provide administrative support around the paying of landlords and billing of local authorities. This includes organising and maintaining filing systems. • Support landlord payment related processes including mortgage default, change of ownership and landlord's change of details processes.

Role accountabilities

- To actively investigate and take ownership for any anomalies within the local authority billing or landlord payment processes.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience

Essential

- Recent experience of working in Finance department processing payments and invoicing suppliers.
- Recent experience of dealing with external customers and applying good customer care principles in the delivery of a front-line financial service.
- Experience of collating information and carrying out analysis of data to produce clear and useful information in a report format.

Desirable

- Experience of analysing processes and services to improve customer satisfaction and increase revenue.

Skills

Essential

- Excellent PC skills including Microsoft Office packages Word and Excel.
- Good organisation skills and experience of working with Excel to produce invoicing.
- Accurate data entry skills

Desirable

Use of Northgate & SUN Q&A

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.