

What's it all about

The Rents Assistant will work to ensure we follow a clear and transparent rent setting process for our customers and for maximising income for our business. This is through ensuring accurate rent and annual rent reviews, which are compliant with the relevant regulatory, statutory and locally agreed requirements as applicable.

How you'll make a difference

An exciting opportunity to work within the Rents Compliance & Operations Team, this role will work to ensure we calculate and provide new rents accurately and that timely communications are sent to customers.

Your role is pivotal to ensure that NHG complies with the regulatory rent standard, our key statutory obligations and locally agreed contractual arrangements whilst helping us to meet our six priorities as outlined in our customer strategy.

Committing to provide the best service to our internal and external customers, delivering to expectations, acting with integrity whilst having commercial awareness of the regulatory environment in which the team works.

How you'll do it

- Ensure Notting Hill Genesis (NHG) remains compliant with the regulators economic rent standard through robust and rigorous application of regulatory and statutory rent rules to set rents and respond to queries.
- Ensure all rent elements are accurately set up on the system
- Calculate accurate rent levels for the current rent type in line with NHG's Rent and lettings policies.
- Administer the setting up of rent accounts and enable residents to pay rent from the outset of their tenancy through the creation of bar-codes.
- Assist with the implementation of the annual rent review, rent budget and rent statement process through giving administrative support.

- Provide support on improvement projects which relate to the automation or improvement of systems or processes in relation to rents.
- Management of regulated and non-regulated rents including adherence to specific contractual provisions
- Management of team inbox, responding to incoming queries according to business agreed service level agreement.

All about you

Behaviours for success

You will need to show us how you match our values, and how you'll behave to ensure those are visible when carrying out your work.

Essential knowledge, experience and skills

- Experience and knowledge of the affordable housing sector and the regulatory environment in which it operates including rent standard and applicable legislative principles.
- Excellent analytical skills with proven experience of working with complex data.
- Proficient numerical skills with proven experience of working with large volumes of data, from multiple sources and testing for accuracy.
- Excellent written and verbal communication and presentation skills; experience of preparing and delivering reports to Director level.
- Excellent IT skills including Microsoft Office Word, Excel, PowerPoint, Outlook and Visio.
- Ability to use the Northgate housing system.
- Ability to utilise, interpret and report on monitoring tools to verify the accuracy compliance with legal and regulatory requirements.



Working better together
for our residents

- Understand and support in the implementation/ maintenance of legal and regulatory rules around rent setting.
- Effective IT skills including basic/ intermediate MS Office skills.

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.

Provide high quality reports and deliver presentations when necessary.