



Service Charges Business Partner

Working better together
for our residents

> Operations > Service Charges and Legal

What's it all about

To develop a first class understanding of, and relationship with, the people and properties in your defined business area. Your expertise and these strong relationships will support the timely delivery of high quality, accurate and transparent service charges to residents.

How you'll make a difference

- All relevant residents receive high quality service charge budgets to allow meaningful consultation
- All relevant residents receive high quality accounts on time with fewer than 5% S20bs
- An end to end service charge app that allows live costs to be shared transparently with customers.
- Informed and engaged operational staff in your defined business who are supported and encouraged to deliver high quality, compliant and value for money services.

How you'll do it

- Develop and implement a comprehensive service charge management framework for schemes in your defined business area. Work with the data and your operational colleagues to identify higher risk schemes and put in place plans to ensure business risks are mitigated and customer centric outcomes delivered.
- Establish regular communication channels and proactively engage with your operational colleagues to ensure service charge priorities are delivered. Be responsive and can do in the face of queries.
- Review necessary documents including leases and tenancies alongside site visits and map this onto the effective and compliant delivery of service charges.
- Engage with residents alongside the operational teams where necessary to tackle service charge queries.
- Oversee and ensure effective delivery of all aspects of the service charge cycle for your defined business area, including meaningful consultation with residents on service charge

budgets, robust in-year variance reporting and quality end of year reconciliations/accounts.

- Support the effective resolution of disputes, mediation, or First Tier Tribunal (FTT) processes, providing first class expertise and support to operational colleagues.
- Conduct spot checks on key schemes within your business area to provide Quality Assurance and implement action plans where necessary.
- Where working with External Managing Agents, establish a framework to understand agent's billing cycles and work with operational colleagues to ensure this runs well, with appropriate challenges/amendments. Ensure both costs and resident charges are tracked so all appropriate costs are recovered. Where appropriate, assist operational colleagues with the split of recoverable and irrecoverable costs.
- Be the gatekeeper on costs not properly coded in the service charge app, ensuring costs reach their rightful home. Liaise with central teams where needed to ensure costs are coded to schemes correctly.
- Take responsibility for providing first class service charge communication templates, working with operational colleagues and the Systems and Data Manager to ensure they are embedded across the portfolio.
- Work with operational colleagues to develop value for money services, where cost pressures are mitigated for residents and all appropriate costs recouped for the business.
- Work closely with Finance on the external service charge audit, answering queries where possible and liaising with the operational teams.
- Work with the Heads of Service Charge to compile accurate reporting and forecasting, including on service charge variances.
- Work with your service charge colleagues to collectively become a centre of excellence for service charge practice, learning from other providers to continually amend and develop practices for the benefit of the business and residents.



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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

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at manager level.

Essential knowledge, experience and skills

- Significant experience of working compliantly with varying service charge regimes (fixed and variable), directly and through business partnering.
- Significant experience of reading and understanding tenancy agreements, leases, deeds of transfer etc.
- Track record of success in a management role; meeting challenging objectives and delivering business performance that exceeds expectations and targets.
- Evidence of excellent service improvement achievements in a complex service delivery environment.
- Experience engaging in a formal setting regarding service charge disputes/queries – mediation/FTT.
- 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.
- Excellent communication skills that are tailored to different audiences.

- Strong IT skills, including advanced Excel.
- Awareness of the RICS service charge residential code and ICAEW tech 03/11 and how to apply them
- Ideally MIRPM – essential to be delivered in 18 months
- Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification