

Head of Service Charges (Finance)



Working better together
for our residents

Finance

What's it all about

As the Head of Service Charges (Finance), you will be responsible for the strategic leadership and operational delivery of the organisation's service charge finance function. This role ensures that service charges are fair, accurate, legally compliant, and transparent for residents, while optimising income and financial efficiency across the organisation.

How you'll make a difference

As a senior member of the Finance team, you will drive a culture of customer centricity and continuous improvement across the Finance directorate, ensuring all finance services deliver the best outcomes for our residents.

How you'll do it

- Set and deliver the strategic direction for all service charge finance activities, ensuring alignment with organisational objectives, regulatory requirements and best practice.
- Drive income recovery and cost-efficiency across all tenures, working closely with operations and finance to balance financial sustainability with resident affordability
- Lead and develop a high-performing team, including finance and non-finance service charge specialists, fostering a culture of accountability, learning and continuous improvement
- Build strong, collaborative relationships with internal departments (e.g. Finance, Operations, Legal, Resident Services) to drive joined-up service charge management
- Oversee the provision of clear, accurate, and timely service charge communications to residents, supporting the organisation's customer-first ethos
- Ensure the effective use of systems (e.g. D365, Power BI) and processes to maintain high-quality data, robust reporting, and analytical insight for decision-making.
- Lead transformation initiatives to modernise service charge processes, improve operational interfaces, and deliver digital innovation where appropriate.

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 leadership level.

Essential knowledge, experience and skills including qualifications and professional membership

- CAB-qualified accountant or equivalent professional experience in service charge financial leadership.
- Deep understanding of service charge legislation and financial regulation
- Proven track record of leading multidisciplinary teams and driving performance improvement
- Extensive experience in business partnering with non-finance colleagues to influence outcomes
- Skilled in strategic thinking, financial modelling, and interpreting complex data
- Excellent interpersonal, written, and verbal communication skills including Exec-level engagement
- Advanced Excel skills; proficiency in financial systems such as D365 and BI tools such as Power BI is desirable
- High professional integrity, objectivity, and resilience under pressure