

Rents Officer

Housing Directorate

Overview	
Role Purpose	<p>The Housing Directorate ensures the Group is robust in terms of regulatory and legislative compliance and strives to assist businesses to continuously improve.</p> <p>Involving residents, achieving value and positive social impact, awareness of diversity and the wellbeing of vulnerable residents are principles at the core of everything this Directorate does.</p>
Responsible for	The Rents Officer 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.
Reports to	Rents Lead
Line management	Rents Compliance Manager
Tier	Tier 9
Expectation Level	Colleague
Role relationships	
Internal	Service Charges, Housing, Resident Involvement, IT, Development, Finance
External	Mailing House, Local Authorities, Housing Quality Network

Role accountabilities	
<ul style="list-style-type: none"> Ensuring Notting Hill Genesis (NHG) remains compliant with the regulator's Economic Rent Standard through robust and rigorous application of regulatory and statutory rent setting and annual rent review process. Carry out the rent officer role in line with the NHG Rent policy following a clear and transparent approach to rent setting for our customers. Assist in interpreting and implementing rent setting requirements for example, project managing the new rents legislation whilst, ensuring systems and processes are in place by the required dates Develop an understanding of the risks associated with rent setting processes and follow the arrangements to mitigate or manage those risks. Implement all annual rent review processes for the regulatory rents arm of the organisation to ensure they are efficient, effective and minimise risk and income loss for NHG. This includes dealing with day-to-day secure rent reviews and notifications from the Rent Valuation Office Provide advice and guidance to frontline staff, including producing guidance, to ensure compliance with rent and annual rent reviews and to mitigate associated risks. Continuously identify process improvements and potential opportunities to maximise income, for example working with the Rents Officer and Rents Compliance Manager to carry out cost a benefit analysis of moving all homes onto the same rent increase cycle. 	

Role accountabilities

- Undertake accurate rent setting for re-let and new build homes including the use of a valuation tool for Affordable Rent levels and complete/ influence the calculation of s106 contractual conditions for new build properties with Development to ensure accuracy and legality of charges
- Liaise with colleagues in Finance and IT on all rent related matters including system changes and the processes associated with annual rent reviews
- Carry out the process for the annual rent statements production and distribution to customers
- Represent NHG at external meetings and discussions particularly in relation to rent setting and rent regime related issues.
- Work with colleagues within the Housing Directorate to develop an annual delivery plan and then deliver the relevant key objectives throughout the year.
- Lead as a subject matter expert on improvement projects which relate to the automation or improvement of systems or processes in relation to regulatory rents

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 (executive)

Essential

- Excellent analytical skills with proven experience of working with large amounts of complex data
- Proficient numerical skills with proven experience of working with large volumes of data from multiple sources and testing for accuracy

Desirable

- Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
- Able to approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.

- Professional expertise (know how & experience)'

Essential

- 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

Desirable

- Ability to use the Northgate Housing System.
- Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.

Skills	
Essential	Desirable
<ul style="list-style-type: none"> Ability to utilise, interpret and report on monitoring tools to verify the accuracy compliance with legal and regulatory requirements Understand and support in the implementation/ maintenance of legal and regulatory rules around rent setting Effective IT skills including basic/ intermediate MS Office skills 	<ul style="list-style-type: none"> Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Qualifications and/or professional membership	
Essential	Desirable
<ul style="list-style-type: none"> Experience and knowledge of the affordable housing sector. 	<ul style="list-style-type: none"> Knowledge of the regulatory environment in surrounding social rent including Rent Standard and applicable legislative principles

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is an colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

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