



Role Title: Rent and Service Charge Manager
Service: Housing, Income and Leaseholder Team
Directorate: Transformation, Housing & Resources
Accountable to: Income and Financial Inclusion Manager
Grade: P01
Car Category: Casual
Work Style: Flexible Office Based Worker

Purpose of role

- To be responsible for maintaining the property data related to rental and service charge income, working with the Finance Team.
- To communicate rent and service charge reviews to customers and the organisation, establishing and curating the processes for property administration and rent reviews.
- Maintaining the highest quality of core unit and property hierarchy, and customer data in our systems, the role is critical in supporting service charge management and delivering key organisation processes, for example rent reviews, the Statistical Data Return (SDR), and providing the foundation for strong data analysis across the organisation.

Key Objectives

1.	Develop an effective cost recovery model for all tenant and leaseholder service charges.
2.	Lead the annual rent and service charge setting process and support any internal or external service charge Audit.
3.	Support other teams to identify potential areas for improvements and efficiencies within the service setting processes and ongoing delivery.
4.	Ensure all relevant requirements for monthly and year end reporting are achieved to a high standard and introduce relevant measures to ensure this is continuously achieved.





5.	Support the Finance team to ensure the accuracy and integrity of financial accounting information through the development and management of controls around all income setting activity.
6.	Liaison with the Income Team and Leasehold Manager to ensure that rent and service charges are communicated to and understood by customers and provide regular advice.
7.	Lead the completion of regulatory returns including the Statistical Data Return.
8.	Lead the analysis of system data and undertake detailed assessments to ensure that correct costs are reflected against properties and schemes to enable accurate recharge to be calculated.
9.	Organise the schedule for the preparation of the rent and service charge statement in conjunction with colleagues.
10.	Provide comprehensive financial information and reporting for rent and service charge activities to service teams to help the review of services to ensure efficiency and value for money.
11.	Develop and document relevant procedures and processes in relation to rent and service charge accounting.
12.	Support colleagues from other teams to ensure effective rent reviews, rent and property data processing and reporting, property and charge system administration.
13.	Lead and support the delivery of rent and customer charge reviews, ensuring service charges are set and issued in line with relevant legislation and rent policy, and wider coordination with the team where other customer charges are also notified.
14.	Working with colleagues in other teams to support reconciliation of property numbers and charges so ensure changes are accurately reflected.
15.	Ensure that all requests for information, validation of charges and complaints are dealt with promptly, with due regard to the rights of customers. Will need to handle conflicting and changing demands.
16.	Deliver high quality production of customer rent and service charge data, service charge reconciliations, income reporting and queries, and support any processes related to the production, administration, and reporting of customer charges.
17.	Develop effective internal working relationships to ensure wider teams are supported in their role in customer charges, including communicating rent and service charge reviews, and gathering key cost and service





	<p>information to enhance our service, including (dependent on team allocation):</p> <ul style="list-style-type: none"> a. Completion of reconciliations between cost incurred and charges raised to each tenant; b. Liaison with Income team regarding charge queries; c. Maintain West Lancs database of tenant and leaseholder charges and related financial and property information, including using system processing and strong data recording to ensure the integrity of our tenant and leaseholder charges and system data.
18.	To prepare and present reports to the appropriate forum for example on operational performance, new or revised procedures, new legislation and service reviews.

Scope

The role has an assurance operation focus on ensuring all service charges are calculated and charged to tenants and Leaseholders accurately. It is expected in this role to work across teams and departments to collect the relevant information and data to calculate service charges. It is therefore expected that it will work with stakeholders from across the organisation, with partners and have contact with Elected Members, particularly in respect of asset acquisitions and disposals.

Work Profile

1. Strategy

The post holder will have a lead role in ensuring as an organisation we are compliant with legislation including the Rent Standard and that all charges are accurate. Their role will also contribute to the achievement of the Council's Corporate Plan and development of relevant strategies, policies and procedures.

The post holder will also contribute to the Council's People Plan in terms of identifying training and development needs that should be addressed, to improve Rent and Service Charge Management They will work with managers and Heads of Service to identify improvement activities across the organisation that will improve processes and the internal and external customer experience.

2. Performance

The post holder will support the Head of Housing and Head of Finance in ensuring that required standards are achieved and maintained. They will take a leading role in the delivery of key objectives, priorities and targets associated with continuous





improvement and in developing a more evidence/ intelligence-led approach for Rent and Service Charges. They will monitor and communicate performance against a series of key performance measures (including statutory targets), developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

3. Service Quality

The post holder will have a leading support role in ensuring that the Council's image and reputation for excellent service and value is both maintained and improved, through the delivery of a service that upholds rigorous standards and adds value.

They will develop and monitor appropriate service performance indicators.

They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

The post holder has no line management responsibilities.

The individual is responsible for a budget.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individuals within their remit and in order to undertake their own role.

5. Accountability

The post is accountable to Income and Financial Inclusion Manager.

6. Culture

The post holder will play a lead role in Housing and Services in terms of the development of a positive organisational culture that is outward looking, evidence-based and customer-focused. They will provide visible, authentic leadership and lead by example, upholding the organisation's values and standards.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications





The post holder will have regular (often daily) contact with Elected Members, their Head of Service, members of Corporate Management Team, partner organisations and their teams.

They will have frequent but not daily contact with members of the public including local businesses and with Human Resources, Trade Unions and regional/ national bodies. They will be expected to write detailed reports for committees, some of which may include technical detail that needs to be translated for the layperson and often incorporating sensitive information. They will also come into contact with personal information relating to employees and residents and will need to exercise their responsibilities in handling this information appropriately.

8. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

9. Risk Management

The post holder will be expected to contribute effectively to the identification, management of corporate risks relating to health and safety and business resilience/ emergency planning. They will be responsible for the effective management and mitigation of risks within their own division, reporting on actions taken and escalating to the Head of Housing Services when necessary.

10. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

11. Customer Focus

To meet the Council's Standards of Customer Care at all times.

12. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

13. Health & Safety





All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

14. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

15. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

16. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

POLITICALLY RESTRICTED

Under the Local Government and Housing Act 1989, this is a politically restricted post.

PERSON SPECIFICATION/ESSENTIAL QUALIFICATIONS

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment
		Essential	Desirable	
SKILLS AND KNOWLEDGE	Educated to degree level or equivalent, equivalent experience will be considered	X		Application (A) Interview (I), Testing (T), Reference (R)
Technical knowledge and qualifications	Specific knowledge of customer charge setting and processing.	X		A, I
	Experience of completing Rent	X		A, I





	Reviews.			
	Experience of completing Regulatory Returns.	X		A, I
	Experience of working with complex data.	X		A, I
	Experience of ensuring data held on properties is correct.	X		A, I
	Experience of managing and leading a team effectively.	X		A, I
	Experience communicating across both finance and non-financial stakeholder groups.	X		A, I
	Experience delivering data improvements projects, for example rent formula related data to enhance rent setting processes.	X		A, I
	IT literate with excellent data manipulation skills.		X	A, I
	Strong analytical, numerical and written skills.	X		A, I
	Social housing rent and service charge experience.	X		A, I
	Proven experience of processing high volume data on a computerised Finance system in an accurate, efficient and timely manner.	X		A, I A, I
	Experience of supporting the maintenance of a strong set of financial controls, reconciling accounts and preparing financial statements.	X		A, I





	Excellent communication and influencing skills, be able to translate financial information into meaningful management information to aid decision making and help influence at all levels, to change thinking and behaviours.	X		A, I
Planning and organising work	Able to operate independently, managing conflicting priorities effectively	X		A, I, T
	Ability to lead and motivate a team and line manage others, with effective resource planning skills	X		A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I, T
Planning capacity and resources	An ability to manage budgets effectively and able to demonstrate commercial acumen	X		A, I
	Able to manage specialist teams, utilising a flexible and resilient approach to workforce planning	X		A, I
	Delivery of results under pressure	X		A, I, T
	Ability to think and plan strategically	X		A, I
Influencing and interpersonal skills	Ability to communicate effectively, orally and in writing, with a wide range of audiences using a variety of medium	X		A, I
	Political sensitivity and ability to establish and maintain collaborative working relationships with Elected Members, Central Government, public sector agencies, trade unions	X		A, I, T





	Professionalism and credibility that establishes and maintains the confidence of Elected Members, local communities, employees and external partners/ stakeholders	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Demonstrable experience of developing and implementing effective outcome-based solutions to problems	X		A, I
	Ability to work across the organisation and operationally, to identify a range of appropriate solutions to issues and problems.	X		A, I
Managing risk	Ability to consider and assess risks associated with the services and the Council's wider operations, undertaking risk assessments as required.	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Able to demonstrate experience of effectively managing change for improved outcomes and service delivery	X		A, I
	Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to lead, manage and promote change in a positive manner to others	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Ability to work independently and take ownership of key responsibilities of the post	X		A, I





Undertakes tasks without supervision				
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together.**
- **We do what we say we will do when we say we will do it.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

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Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date

