

JOB TITLE: RENT AND SERVICE CHARGES ASSISTANT

DEPARTMENT: LANDLORD SERVICES (HOUSING)

POST NUMBER: 196

GRADE: 4

ACCOUNTABLE TO: HEAD OF HOUSING FINANCE

LOCATION: CITY OFFICES, COLEBROOK STREET

POST OBJECTIVE To provide support to the Rent Team in managing rent accounts and be responsible for the management of leasehold service charge accounts. To assist with the calculation and monitoring of service charges for tenants.

SPECIFIC TASKS:

1. To support the management and maintenance of individual Rent Accounts for all City Council tenants.
2. To maintain spreadsheets which assist in the control of the rent accounting function including cash reconciliations.
3. To provide timely information from the Orchard housing management system for input into the Council's general ledger system.
4. To provide a high level of customer care with regard to the rent accounting and leasehold service charge function for both external and internal customers.
5. In the absence of other members of the rent accounting team, to provide cover for key rent accounting functions, including the processing of Direct Debits and accounting adjustments.
6. To collate all costs relevant to leaseholders of flats where the Council retains the freehold interest.
7. To produce annual statements for all leaseholders showing the costs incurred by the Council and estimating the costs and charges for the next twelve months.
8. To prepare accounts for payment for leaseholders and submit the accounts within deadlines specified within statute and internal policy and procedures.

9. To liaise with Property Services on planned and cyclic maintenance works which affect leaseholders, advising leaseholders of any contribution they are required to make and submitting accounts when the works are completed.
10. To assist the Housing Finance Manager and Head of Housing Finance with the annual calculation and monitoring of service charges to tenants.
11. To undertake other appropriate duties as determined by the Head of Housing Finance.

Signed.....

Dated.....

February 2018

PERSON SPECIFICATION

JOB TITLE
**Rent & Service Charge
Assistant**
POST NUMBER: 196
DEPARTMENT:
Housing Services
DATE:
November 2017

Requirements		Weighting	Assessment Method
Skills	Good communication skills, to deal with customers, internal and external	3	A/I
	Sound IT skills, especially in the use of spreadsheets and database packages	3	A/I
	Excellent customer care skills	3	A/I
Experience	Basic accounting experience	3	A
	Experience of dealing with leaseholders and / or shared owners	2	A/I
	Public sector or non-profit organization	2	A
Personal Qualities	Accuracy and attention to detail	3	A
	Patience, integrity and tact	3	I
	Sympathetic to Council's Equality agenda, able to deal with all kinds of people on an equal basis, irrespective of race, sex or disability	3	A/I
	Flexible approach to work, able to prioritise and handle pressure	3	I
Specific Job Requirements	Knowledge of the basic principles of double-entry book-keeping and reconciliations	3	A/I
Qualifications	Good general education	3	A
	Progress towards Accounting Technician qualification or equivalent	2	A

Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

Assessment

Application Form

A

Interview

I

Tests

T

References

R

Presentation

P

Evidence of Qualifications

Q