

Job Description

Job Title:	Service Charge Administrator
Reporting to:	Service Charge Accountant
Department:	Finance
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	September 2024
Job Level:	11

Job Purpose

To support the finance team, particularly the Rent and Service Charges Accountant with day-to-day tasks, preparation of SC estimates and actuals, managing service charge inbox, raising purchase orders, providing support to ensuring the correct coding of expenditure and other administrative duties. Carrying out any processes with an organised approach to support the achievement of deadlines. Communicating with internal and external stakeholders as required of the role.

Key Strategic Responsibilities

- Provide a proactive, comprehensive, effective and efficient service to internal and external stakeholders
- Work collaboratively with colleagues throughout the business, ensuring a high-quality service is provided to our customers at all times
- Point of contact for external utility suppliers and provide support to the Service Charge Accountant

Key Functional Responsibilities

- Monitor and administer any void and development scheme utility bills, to ensure that invoices provided by suppliers correctly reflect Eastlight's liability
- Reconciliation of high-volume data
- Liaise with suppliers to resolve any queries on service charge related expense invoices
- Assist in the management of service charges expense nominals on a monthly basis to ensure correct invoice allocation and accruals
- Raise purchase orders specifically related to service charges or as required
- Monitoring of landlord utility bills, liaising with our external management provider.
- Support the year-end service charge and rent setting process
- Build and maintain strong relationships with colleagues across the business, to ensure accurate and correct data is included in all charges' calculations
- Liaise with all relevant stakeholders; tenants, suppliers, management companies and internal departments to resolve queries
- Assist with annual audits. Prepare any void and re-let rent calculations resulting from tenancy changes
- Assist colleagues where required and take on ad hoc tasks as provided by your line manager

- Take incoming calls regarding accounting queries and refer to the technical teams when required
- Provide support on allocation of External managing agents, including liaising with external managing agents to discuss any charge disputes

Person Specification	
Education & qualifications	<ul style="list-style-type: none"> • GCSE levels 9-4 in Maths and English or demonstrable level of numeracy and literacy skills
Experience	<ul style="list-style-type: none"> • Experience of working in a finance function • Proven experience working in the housing sector • Familiarity with service charges • Proven experience working with a housing management system and finance system. Orchard/Open Accounts would be advantageous
Knowledge and Skills	<ul style="list-style-type: none"> • Proven analytical and investigative skills, including logical reasoning and problem solving • Strong attention to detail and investigatory nature towards all queries • Ability to provide timely resolution and response to customers • Ability to work individually and as a member of a team • Ability to communicate efficiently and effectively with internal and external stakeholders, both written and verbal • Proven interpersonal skills • A confident and positive attitude • Adaptable, with the ability to embrace and respond positively to change • Act with integrity and courtesy when dealing with stakeholders • Demonstrate professionalism and assist in enhancing the standing of the Finance Team across the business by building strong and meaningful relationships with key stakeholders • Ability to prioritise and work to tight deadlines • Ability to work proactively