

## Job Description

<b>Job Title:</b>	<b>Rent and Service Charge Accountant</b>
<b>Reporting to:</b>	Finance Manager
<b>Department:</b>	Finance
<b>Direct Reports:</b>	Finance Administrator
<b>Budget:</b>	N/A
<b>JD date reviewed:</b>	March 2023
<b>Job Level:</b>	14

### Job Purpose

To have full responsibility for the rent and service charges process, ensuring accurate calculations from correct coding of expenses. Carry out any processes with an organised approach and achieve deadlines as per tenancy agreements. Communicate 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 in respect of service charges
- Work collaboratively with colleagues throughout the business, ensuring a high-quality service is always provided to our customers
- Be the initial point of contact for external suppliers and customers for service charge enquiries

### Key Functional Responsibilities

- To lead the service charge function for all Eastlight properties and leaseholder accounts
- To have up to date knowledge and be the go-to person in Eastlight for service charge legislation information
- Responsible for all year-end service charge and rent calculations, ensuring that all calculations are appropriate and equitably applied and meeting the relevant deadlines
- Prepare income and expenditure reports for leaseholders and send to external accountant for final audit and sign off of service charge accounts
- Lead on leaseholder audits, resolving any queries arising
- Production of estimated leaseholder service charges and calculation of actual expenditure adjustments, ensuring leaseholder accounts are appropriately updated
- Line management responsibility for the Finance Administrator supporting the service charge function
- Manage all service charges expense nominals on a monthly basis to ensure correct invoice allocation and accruals
- Review and sign off of communal utility charges
- Manage and maintain the financial models used to prepare accurate charges
- Responsible for the resolution of finance-based service charge queries
- Liaise with all relevant stakeholders; tenants, suppliers, management companies and internal departments to resolve service charge queries

- Build and maintain strong relationships with colleagues across the business, to ensure accurate and correct data is included in all charges calculations
- Arrange system updates and reconciliation of revised charges
- Prepare any void and re let rent calculations resulting from tenancy changes
- Prepare rent and service charges for new developments and handovers
- Assist colleagues where required and take on ad hoc tasks as provided by your line manager

Person Specification	
<b>Education &amp; qualifications</b>	<ul style="list-style-type: none"> <li>• AAT preferred but not essential</li> <li>• GCSE levels 9-4 in Maths and English or demonstratable level of numeracy and literacy skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience working as a Service Charge Accountant</li> <li>• Proven experience working with a housing management system and finance system. Orchard/Omni/Open Accounts would be advantageous</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Strong excel skills, including vlookup and pivot tables</li> <li>• Proven analytical and investigative skills, including logical reasoning and problem solving</li> <li>• Strong attention to detail and investigatory nature towards all queries</li> <li>• Ability to provide timely resolution and response to customers</li> <li>• Ability to work individually and as a member of a team</li> <li>• Ability to communicate efficiently and effectively with internal and external stakeholders, both written and verbal</li> <li>• Proven interpersonal skills</li> <li>• Confident and positive attitude</li> <li>• Adaptable, with the ability to embrace and respond positively to change</li> <li>• Act with integrity and courtesy when dealing with stakeholders</li> <li>• Demonstrate professionalism and assist in enhancing the standing of the Finance Team across the business by building strong and meaningful relationships with key stakeholders</li> <li>• Ability to prioritise and work to tight deadlines</li> <li>• Ability to work proactively</li> </ul>