

Major Works Billing & Consultation Officer

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, always collaborating as One Team, showing commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Major Works Billing & Consultation Manager, you will deliver specialist major works consultation and billing services across Southern Housing's portfolio, ensuring statutory consultation requirements are met, major works costs are accurately billed and service charge recoverability is protected.

The role will provide technical support in relation to Section 20 consultation, Section 20B compliance, major works billing, final accounts and resident engagement, working collaboratively with colleagues, residents and contractors to deliver legally compliant processes, excellent customer service and value for money.

The location

You'll be based at one of our main offices in either Farringdon, Croydon, or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

Major Works Consultation & Billing

- Deliver allocated major works consultation and billing activities, ensuring compliance with Section 20 consultation requirements, Section 20B legislation and organisational procedures.
- Prepare, issue and administer statutory consultation notices, major works billing and final accounts within required timescales.
- Maintain accurate consultation records, ensuring all statutory notices, observations, responses and supporting documentation are complete and auditable.
- Support the delivery of accurate and recoverable major works charges by ensuring billing information is complete, accurate and supported by appropriate evidence.

Financial Assurance & Cost Recovery

- Review major works expenditure, invoices and supporting documentation to ensure costs are appropriately evidenced, accurately apportioned and recoverable in accordance with lease obligations and legislation.
- Support the preparation and reconciliation of major works final accounts and associated financial information.
- Investigate billing queries, identify anomalies and work collaboratively with colleagues to resolve discrepancies.
- Contribute to protecting Southern Housing's financial interests through accurate administration and effective cost recovery.

Resident & Stakeholder Management

- Act as a specialist point of contact for residents, contractors and internal stakeholders regarding major works consultation, billing and final accounts.
- Provide clear, accurate and timely advice and guidance on major works consultation requirements, billing processes and service charge recovery.
- Support complaint investigations, Member enquiries, tribunal cases and other complex enquiries by preparing information and supporting evidence.
- Attend meetings with residents, contractors and internal stakeholders where required.

Governance & Compliance

- Ensure all major works consultation and billing activities comply with lease obligations, statutory requirements, organisational policies and regulatory expectations.
- Maintain accurate records and audit trails across all relevant systems.
- Identify financial, operational or compliance risks and escalate concerns appropriately.
- Support internal audits, assurance reviews and continuous monitoring activities to strengthen governance and service charge recoverability.

Continuous Improvement & Technical Development

- Identify opportunities to improve major works consultation, billing processes and customer experience.
- Contribute to service improvement initiatives and transformation projects across the Specialist Leasehold Services department.
- Share technical knowledge and support colleagues across the wider service.
- Maintain and develop professional knowledge of leasehold legislation, major works consultation, service charge recoverability and relevant case law.

What you'll need:

Knowledge, Experience & Skills

Essential

- Experience working within leasehold services, major works, service charges, property management, housing or a related specialist environment.
- Good understanding of Section 20 consultation requirements, Section 20B legislation and major works billing processes.
- Experience of reviewing and interpreting financial information, including major works expenditure, invoices and final accounts.
- Ability to build effective working relationships with residents, contractors and internal stakeholders.
- Strong communication skills, with the ability to explain technical information clearly and sensitively.
- Experience managing competing priorities and working independently within a busy operational environment.
- Good analytical and problem-solving skills, with the ability to identify issues and recommend appropriate solutions.
- Strong organisational skills and attention to detail, maintaining accurate records and audit trails.
- Good working knowledge of Microsoft Office applications and the ability to confidently use housing and property management systems.

Desirable

- Experience preparing or administering major works consultation and billing activities.
- Knowledge of leasehold legislation, service charge recoverability and First-tier Tribunal processes.
- Experience supporting complaints, disputes or legal proceedings relating to major works.
- Understanding of procurement, contract administration or construction-related projects.
- Knowledge of the social housing sector and the regulatory environment.
- Experience contributing to service improvement, assurance or transformation initiatives.

Qualifications

Essential

- Educated to GCSE level including English and Maths or equivalent or demonstrable ability to operate at that level
- Possession of valid driving license and/or the ability effectively and efficiently to visit company offices, customers and properties

LT Directorate:	Service Charge and Specialist Leasehold Services
Location/ Regions covered by this role:	All regions
Last updated:	June 2026