

Senior Service Charge Analyst

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 Service Charge Manager in the Service Charge & Specialist Leasehold Services directorate, the Senior Service Charge Analyst is responsible for delivering accurate, compliant and high-quality service charge analysis across a complex portfolio, supporting the calculation, validation, reconciliation and assurance of service charges across the organisation.

The role operates with a high degree of autonomy and technical expertise and plays a key role in supporting service charge accuracy, recoverability, audit readiness and regulatory compliance.

You'll act as a subject matter expert within the service charge function, supporting quality assurance, resolving complex issues and helping to drive improvements in service charge processes, controls and data integrity.

The role acts as a key link between operational teams, finance and service charge colleagues, helping to ensure a consistent, transparent and robust approach to service charge management.

The location

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

What you'll be doing:

Service Charge Calculation & Reconciliation.

- Prepare, review and validate service charge estimates and actuals in line with legal, regulatory and contractual requirements
- Lead on complex reconciliations and investigations relating to service charge calculations, apportionments and cost allocations
- Ensure all service charge calculations are supported by clear audit trails and robust supporting documentation
- Review recoverability of costs in line with lease obligations and service charge principles
- Identify and resolve discrepancies, escalating material risks or concerns where appropriate
- Support delivery of accurate and timely year-end reconciliation activities

Technical Assurance & Compliance

- Support assurance activities relating to service charge compliance, audit readiness and regulatory expectations
- Provide technical guidance and support on service charge principles, legislation and best practice
- Identify systemic issues, control weaknesses and recurring themes, recommending corrective actions and improvements
- Support the development and embedding of consistent quality assurance controls and validation processes
- Assist with responses relating to complex resident queries, complaints, disputes and information requests

Data Quality & Validation

- Maintain the accuracy, completeness and consistency of service charge data across systems
- Undertake detailed validation and analytical reviews across budgets, actuals and apportionments
- Identify data anomalies, trends and root causes to improve overall data quality and service charge accuracy
- Support improvements to data governance, reporting and control processes
- Work with operational and finance teams to improve quality of information provided into the service charge process

Budgeting & Financial Support

- Support preparation and review of annual service charge budgets and forecasts

- Work collaboratively with finance and operational teams to improve forecasting accuracy and cost transparency
- Monitor in-year spend and identify variances, risks or emerging issues
- Support delivery of improved financial transparency and consistency across service charge activities
- quality and clarity of service charge communications
- Ensure a customer-focused approach in all interactions

Systems & Continuous Improvement

- Support system improvements, testing and implementation activities relating to service charge processes and controls
- Identify opportunities to improve efficiency, accuracy, consistency and resident experience
- Contribute to continuous improvement initiatives across the service charge function
- Support development of more standardised and controlled ways of working across the team

Team Development & Support

- Act as a senior technical point of reference within the analyst team
- Provide guidance, peer review and informal coaching to colleagues to improve technical capability and quality
- Support onboarding and development of new colleagues within the service charge function
- Promote consistency, accuracy and best practice across service charge outputs and processes
- Contribute to building a high-performing, collaborative and customer-focused team culture

What you'll need:

Experience, knowledge, skills, & qualifications

- Experience working within service charges, housing finance or a related technical financial environment
- Strong understanding of service charge principles, lease obligations, recoverability and best practice
- Experience preparing and reviewing service charge budgets, reconciliations and financial analysis
- Experience resolving complex service charge issues, investigations and queries
- Strong analytical and numerical skills with high attention to detail
- Ability to work independently within a fast-paced and technically demanding environment
- Experience working with large datasets and multiple systems
- Strong organisational skills with the ability to manage competing priorities
- Ability to explain financial and technical information clearly to a range of audiences
- Experience supporting process improvement, control enhancement or quality assurance activities
- Experience working collaboratively across operational, finance and service charge teams

Skills & Behaviours

- Proactive and solution-focused approach
- Strong attention to accuracy, quality and compliance
- Ability to investigate and resolve complex issues
- Customer-focused mindset
- Strong problem-solving and analytical capability
- Willingness to support and develop others
- Commitment to continuous improvement and learning

Size and scope of role	
LT Directorate:	Service Charge & Specialist Leasehold Services
JP Last updated:	July 2026