

Head of Service Charge

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.

Purpose of the role

Reporting to the Director of Service Charge & Specialist Leasehold Services, you will provide strategic leadership and operational oversight of Southern Housing's Service Charge function.

You will be responsible for leading the ongoing development and continuous improvement of the Service Charge service, ensuring the accurate, timely and compliant delivery of service charge budgets, statements and associated processes, whilst optimising service charge recoverability and delivering excellent customer outcomes.

You will lead the Service Charge Team, providing technical expertise and working collaboratively with colleagues across Southern Housing to develop effective systems, processes and ways of working that support organisational objectives, legislative compliance and continuous service improvement.

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.

Key responsibilities

Strategic Leadership & Service Delivery

- Provide strong leadership across the Service Charge function, ensuring teams are effectively managed, developed and supported to deliver excellent customer outcomes.
- Lead the ongoing development and continuous improvement of the Service Charge service, driving strategic improvement activity that enhances operational performance, customer satisfaction and service charge recoverability.
- Develop and implement systems, processes and operating practices that support the effective delivery of Service Charge services.
- Foster a culture of accountability, collaboration, continuous improvement and customer focus across the Service Charge team.
- Work collaboratively across Southern Housing to support the delivery of organisational objectives and strategic priorities.

Service Charge Operations

- Ensure service charge estimates, actual accounts, budgets and associated communications are produced accurately and within agreed corporate and statutory timescales.
- Optimise service charge recovery by ensuring effective operational delivery and adherence to agreed processes.
- Monitor operational performance and support continuous improvements that enhance efficiency, consistency and customer experience.

Technical Leadership & Compliance

- Act as the organisation's technical lead for residential and commercial service charges, providing expert advice and guidance across the Group.
- Ensure service charges are administered in accordance with lease and tenancy obligations, relevant legislation and recognised good practice.
- Promote consistent technical standards across the Service Charge function through effective guidance, knowledge sharing and specialist expertise.

Customer & Stakeholder Management

- Build and maintain effective working relationships with homeowners, colleagues and other stakeholders to support excellent customer outcomes and optimise service charge recovery.
- Work collaboratively with internal and external partners to deliver an effective, customer focused Service Charge service.
- Ensure the Service Charge function provides excellent customer service through the proactive management and resolution of complaints, disputes and enquiries.

What you'll need:

Strong people management experience, commitment to delivering excellence through others and nurturing a collaborative One Team working approach. This includes demonstrating effective leadership by:

- Giving effective feedback on performance.
- Developing and promoting a culture of continuous learning and performance improvement.

- Managing performance effectively, recognising success and addressing underperformance appropriately.
- Using a coaching style of leadership that develops capability, confidence and accountability.
- Delegating effectively to develop colleagues and build organisational capability.
- Taking ownership of colleague induction, development and probation processes.
- Creating an inclusive environment that supports wellbeing, engagement and talent development.
- Recognising and celebrating excellent performance.
- Adapting leadership style to enable colleagues to perform at their best and feel valued.

Skills, Knowledge & Experience Essential

- Proven experience of leading operational and strategic service improvement within a complex customer-focused environment.
- Demonstrable experience of leading and developing high-performing teams.
- Excellent understanding of residential and commercial service charge management, including relevant legislation, lease and tenancy obligations and recognised sector good practice.
- Strong financial and numerical skills, with the ability to interpret financial information and performance data.
- Experience of managing budgets and contributing to service planning.
- Strong communication skills, with the ability to present complex technical and financial information clearly to a range of audiences.
- Ability to interpret management information and key performance indicators to support decision making and service improvement.
- Excellent organisational skills, with the ability to manage competing priorities effectively.
- Excellent stakeholder management skills with the ability to work collaboratively across organisational boundaries.
- Passion for delivering excellent customer outcomes through high-quality service delivery.

Desirable

- Excellent understanding of building technology, repairs and maintenance
- Good understanding of the residential property market including the open market rented sector

Leadership/Management Essential

- Proven line management experience with the ability to inspire, motivate and develop high-performing teams.
- Effective communicator, using a range of communication techniques to influence, engage and build commitment.
- Creates a culture of accountability, continuous improvement and customer focus.
- Develops colleagues through clear objectives, coaching, constructive feedback and performance management.
- Demonstrates resilience, sound judgement and professionalism within a complex operational environment.

- Builds effective relationships across organisational boundaries to achieve shared objectives.

Qualifications

Essential

- Degree level qualification or equivalent experience, or the ability to operate effectively at that level.
- Demonstrable experience of residential and commercial service charge management within a complex housing or property environment.
- Ability to travel to Southern Housing offices and operational locations as required.

Desirable

- Evidence of continued professional development.
- Relevant professional membership or qualification relating to service charges, housing or property management.

Size and scope of role	
LT Directorate:	Service Charge & Specialist Leasehold Services
No. of Direct Reports:	4
Area of responsibility: Whole organisation Region Service area only	All regions
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