

Senior 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, in the Service Charge & Specialist Leasehold Services Directorate, the Senior Major Works Billing & Consultation Officer is responsible for providing technical leadership across Southern Housing's major works consultation and billing activities, supporting the accurate, compliant and timely delivery of major works consultations, final accounts and service charge recoverability.

The role operates with a high degree of technical expertise and plays a key role in supporting statutory compliance, service charge recoverability and resident confidence. You will lead on the most complex consultation, billing and recoverability matters, providing technical assurance and resolving complex issues across the service.

You will act as a technical point of reference for colleagues across the organisation, providing advice and guidance on Section 20 consultation, Section 20B, lease obligations and major works billing, whilst helping to embed consistent processes, improve quality and reduce organisational risk.

Working closely with the Major Works Billing & Consultation Manager, you will support continuous improvement, mentor colleagues and promote a collaborative, customer-focused and right first-time approach to major works consultation and billing.

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:

Major Works Consultation & Billing

- Lead the delivery of complex major works consultation and billing activities, ensuring compliance with statutory consultation requirements, lease obligations and organisational policies.
- Review and quality assure Section 20 consultations, major works billing and final accounts, ensuring costs are accurately apportioned, recoverable and fully supported by appropriate evidence.
- Lead on complex reconciliations, recoverability assessments and billing queries, identifying and resolving technical issues before costs are recharged.
- Support the preparation and service of Section 20B notices where required, ensuring statutory timescales and recoverability requirements are met.

Technical Assurance & Recoverability

- Provide technical assurance across major works consultation and billing activities, ensuring compliance with Sections 19, 20 and 20B of the Landlord and Tenant Act 1985 and lease obligations.
- Review complex cases to identify risks relating to consultation, recoverability, apportionments and lease interpretation, providing recommendations to protect Southern Housing's ability to recover costs.
- Act as the technical lead for complex major works billing enquiries, complaints and service charge disputes.
- Support the preparation of evidence for First-tier Tribunal proceedings and other formal dispute resolution processes where required.

Stakeholder Collaboration & Technical Business Partnering

- Act as the technical point of contact for major works consultation and billing across Southern Housing, working proactively with Asset Management, Building Safety, Planned Investment, Procurement, Finance, Service Charges and other operational teams.
- Provide advice and guidance throughout the planning and delivery of major works projects, ensuring consultation requirements, lease obligations and service charge recoverability are considered at the earliest opportunity.
- Build strong collaborative relationships across the organisation, helping operational teams understand statutory consultation requirements, organisational policies and best practice.
- Promote a right first time approach to major works consultation and billing, reducing organisational risk, protecting recoverability and improving the resident experience.

Continuous Improvement & Quality Assurance

- Identify opportunities to improve major works consultation, billing and recoverability processes, promoting greater consistency, efficiency and control.
- Support the development and embedding of policies, procedures, templates and quality assurance controls across the service.
- Monitor trends, recurring issues and lessons learned from consultations, disputes and complaints, recommending improvements to processes and ways of working.
- Contribute to system improvements, testing and implementation activities relating to major works consultation and billing.

Team Development & Technical Support

- Act as the senior technical point of reference within the Major Works Billing & Consultation Team.
- Provide guidance, mentoring and technical support to colleagues, promoting consistency, accuracy and continuous learning.
- Undertake peer reviews and technical quality assurance of work completed by colleagues, supporting high standards of service delivery.
- Support the Major Works Billing & Consultation Manager with service improvement initiatives, technical training and the ongoing development of the team.

General Responsibilities

- Deliver excellent customer service, ensuring residents receive clear, accurate and timely information.
- Maintain accurate records, audit trails and management information in accordance with organisational requirements.
- Develop effective working relationships with internal and external stakeholders.
- Identify and escalate risks affecting service delivery, recoverability or compliance.
- Promote Southern Housing's values and contribute to a culture of collaboration, accountability and continuous improvement.

What you'll need:

Knowledge, Experience & Skills

Essential

- Significant experience of major works consultation, major works billing, final accounts and leasehold service charge administration.
- Strong working knowledge of Sections 19, 20 and 20B of the Landlord and Tenant Act 1985, associated legislation and service charge recoverability principles.
- Experience of reviewing complex major works consultations, billing, apportionments and recoverability issues, applying sound technical judgement to resolve complex cases.
- Experience of interpreting residential leases and applying lease obligations to major works consultation and billing activities.
- Experience of providing technical advice, guidance and support to colleagues and stakeholders across a range of operational services.
- Experience of supporting and mentoring colleagues, promoting consistency, technical excellence and best practice.
- Experience supporting responses to complex resident enquiries, complaints, disputes and, where appropriate, First-tier Tribunal proceedings.

- Strong understanding of major works delivery, planned investment programmes and the impact these have on statutory consultation and service charge recovery.
- Strong analytical and problem-solving skills, with the ability to identify risks, exercise sound judgement and recommend practical solutions.
- Excellent communication and influencing skills, with the ability to explain complex technical matters clearly to colleagues, residents and stakeholders.
- Ability to build effective working relationships across operational, finance and technical teams, working collaboratively to improve compliance, consistency and customer outcomes.
- Strong organisational skills with the ability to manage competing priorities and work effectively under pressure.
- Good working knowledge of Microsoft Office and experience of using housing or property management systems, ideally MRI (Orchard) or equivalent.

Desirable

- Practical experience of preparing evidence for, or supporting, First-tier Tribunal proceedings.
- Knowledge of procurement processes and contract administration relating to major works projects.
- Experience developing or improving consultation, billing or recoverability processes.
- Understanding of building technology, planned maintenance and capital investment programmes.
- Associate or Member of TPI, RICS, CIH or equivalent professional body, or working towards professional accreditation.

Size and scope of role	
LT Directorate:	Director of Service Charges & Specialist Leasehold Services
JP Last updated:	June 2026