

Job Description - 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, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

Purpose of your role

Reporting to a Service Charge Manager, you are responsible for delivering a high-quality service to service charge payers and other stakeholders.

You will work collaboratively with colleagues and teams across Southern Housing to support and contribute to the transformation of our Service Charge delivery.

The location

You'll be based at one of our main offices in either 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:

- Accurately calculating, constructing, and issuing all estimated and actualised service charges ensuring compliance with legal deadlines, contractual agreements, policies, and procedures enabling full recoverability of costs, focusing on complex cases
- Delivering a customer-centric, expert service for service charge payers, dealing with residents directly to resolve complex customer queries and working with internal colleagues to ensure the resolution of complaints, disputes, and dissatisfaction.
- Supporting the building and embedding of the systems and processes required to support the transformation of Service Charge delivery.
- Working proactively with the managers to help with integration and management of two legacy systems and stock, and help create standardised best practice and processes
- Reviewing and maintaining procedures to facilitate full recovery of service chargeable expenditure.
- Maintaining strong business partnering relationships with key budget holders and service managers, to develop scheme knowledge and enable the accurate allocation and consistent setting of service charges
- Attending key stage meetings with development on new schemes, providing advice and guidance, identifying concerns such as unclear service charge liabilities, and accurately calculating service charges for all new development schemes.
- Attending meetings with service charge payers (individual and groups) and managing agents
- Preparing service charge information and supporting evidence for First Tier Tribunal and attend if required
- Identifying and acting on areas for improvement in the calculation of service charges and supplying of information to residents
- Identifying communication gaps, and looking at new ways to keep residents informed on service charge changes and decisions
- Ensuring that the data held on our systems and databases is accurate
- Sharing knowledge and working collaboratively with the team to create greater resilience across service charge setting activities

What you'll need:

1. Skills, knowledge & experience

- Experienced in service charge analysis, with a robust understanding of residential and commercial service charge management, including current legislative requirements and sector best practice
- Strong organisational skills, able to control and deliver a range of tasks to meet deadlines
- Experience of working with councillors, the wider community, and other external partners
- Excellent communication skills (written and oral)
- Excellent financial and numerical skills
- Excellent customer service skills
- Strong belief in customer satisfaction and business benefit driven solutions