



JOB DESCRIPTION

A BASIC DETAILS

JOB TITLE:	Service Charge Administrator
FULL/PART TIME:	Part time (17.5 hours per week)
LOCATION:	Newlon House, London (no hybrid working – office based)
SALARY:	£12,897 pa plus up to 5% PRP bonus
REPORTING TO:	Head of Service Charge
RESPONSIBLE FOR:	No staff reporting to this post
FLEXIBLE OR HYBRID WORKING :	No

B MAIN OBJECTIVES

The Service Charge Administrator will assist the Service charge team to provide support with the functions service charge calculation, monitoring and collection.

Newlon Gold is our programme of service change and improvement based on the objectives of reliability, consistency and speed as well as respect and empathy for the individual customer. All staff will put customer service at the heart of their work by building the standards and objectives of Newlon Gold into their daily activities and behaviour.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents.

C SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
1.	To assist the team in providing an effective and efficient income and service charge calculation and collection.	<ul style="list-style-type: none">• High level of accuracy and numerical skills• Attention to detail• Monitor service charge budgets and track spend informing the Head of Service Charges as directed.• Provide cover and contribute to team.• Contribute to team goals• All administrative records and information processed promptly and accurately• High degree of accuracy regarding the location and content of information.• Information relating to tenants, clients and other customers maintained confidentially• Performance indicators being met.

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
2	To assist with the administrative functions of the service charge team	<ul style="list-style-type: none"> • Organise the incoming and outgoing post for the team on a daily basis. • Organise the team email in box and allocate emails to team members, check response times and deadlines are adhered to. • Organise team rotas and arrange cover if necessary. • Arrange meetings for the team virtual and physical, take minutes if required.
3.	To assist in establishing positive relationships with residents	<ul style="list-style-type: none"> • Respond to emails/answer phone. • Attend meetings with team members when required. • Adhere to Newlon's customer standards –Newlon Gold • Dealing with internal queries from other departments • Dealing with external queries regarding service charges • Dealing with managing agents and invoice queries
4.	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers • Objectives of reliability, consistency, speed and awareness built into all activities • Update our systems with actions and documents. • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities • Collaboration across teams actively promoted at all times • Participate effectively in meetings. • Provide assistance to the Team as requested.

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.