

Service Charge Advisor - PERSON SPECIFICATION

<i>What are we looking for?</i>	
Overall	<p>We are looking to establish a team which has strong financial/numerical skills but also knowledge of social housing management so the successful candidate for this post could have either</p> <ul style="list-style-type: none"> • Housing/Property/Estate Management experience, working directly with service charges; or • Experience in a Finance Team allocating and analysing costs but with a strong customer-facing focus
Knowledge and Skills	<ul style="list-style-type: none"> • Educated to GCSE level C and above in Maths and English • A level of competence in: <ul style="list-style-type: none"> • Computerised accounting packages. SUN Accounts experience would be a distinct advantage • Microsoft Office, in particular Excel • Service charge software • Knowledge of Cx or other housing management software would be an advantage but not essential; however, you must show a willingness and aptitude for learning new packages
Experience	<ul style="list-style-type: none"> • Experience of delivering a service charge function, including: <ul style="list-style-type: none"> • charging for services and analysing costs and spend • preparing and checking service charge or other complex statements • setting and monitoring property charges • monitoring costs/spend against budgets set • responding to residents' service charge queries

Core Competencies	
Communication	<ul style="list-style-type: none"> You have good written and spoken communications skills and an approachable , constructive manner whilst still being able to manage expectations
Customer Focus	<ul style="list-style-type: none"> You can demonstrate your ability to deal effectively with internal and external customers and have a genuine commitment to resolving resident service charge queries
Planning and Organising	<ul style="list-style-type: none"> You have an organised approach and can file and store information and documentation accurately; you can demonstrate how you have used systems in comparable roles to prioritise tasks and work under pressure.
Financial/Numeric Awareness	<ul style="list-style-type: none"> You can demonstrate that you have a track record of strong financial and numerical skills.
Working with Others	<ul style="list-style-type: none"> You can demonstrate that you are a good team-player and can work effectively with other teams to enable the organisation to meet deadlines, operate effectively and deliver a seamlessly high standard of service to residents.
Influencing and negotiating	<ul style="list-style-type: none"> You are able to work effectively with external parties (such as Tribunals, managing agents and other housing associations) in order to shape and agree solutions that ensure Newlon's business is delivered effectively
Judgement and Decision Making	<ul style="list-style-type: none"> You make sound decisions that meet the needs of the customers and Newlon.
Achieving Results and Quality Focus	<ul style="list-style-type: none"> You can demonstrate that you work meticulously to a high standard and are committed to achieving objectives and meeting deadlines
Business Awareness	<ul style="list-style-type: none"> You understand service charge legislation and methods of cost allocation and their importance in meeting Newlon's business objectives