



## Client Accountant

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### Job Description

Reports to: Senior Client Accountant  
Location: 2 Hills Road, **Cambridge**, CB2 1JP  
Hours required: 8:30 – 17:30 Monday to Thursday, 8:30 – 17:00 Friday

## Company Background

The Encore Property Management Group specialises in the ongoing management of large residential developments, including the effective administration of +£20m of client service charge budgets. Based in Cambridge and with offices in London, Bracknell and Nottingham, Encore works across East Anglia, London, the Home Counties, the South and the Midlands, and has plans for further growth. The Group also consists of separate Facilities Management and Legal businesses, employing over 200 people. Approximately 120 of these are office based with a further 80 mobile staff, all of these are supported from the Cambridge head office. Encore prides itself on a commitment to excellence, customer service and offering a happy workplace.

## Purpose

The Client Accountant is part of the New Business and Technical Team within the Client Accounting department. It is responsible for the effective client accounting of a portfolio of managed estates, including residential, commercial and those which are phased in their management. The role forms a vital part of the team, working closely with the Estate Management and Business Development teams and will also require regular interaction with external accountants plus some client correspondence.

## Responsibilities

In all areas, you will need to ensure that company policies and procedures are consistently applied to the required standards, delivering on time and with a high degree of accuracy. Duties include but are not limited to:

- Ensure annual service charge budgets are accurate and loaded correctly with correct apportionments
- Periodic billing of service charges, ground rent and other charges to leaseholders
- Prepare end of year service charge accounts within agreed timeframe, before submitting to external Accountants for review
- Monthly bank reconciliations for client estates
- Produce quarterly management reports, for review with Estate Managers and clients. Analyse the expenditure v budget, arrears and cashflow position, producing a summary report
- Monitor the general health and correctness of the service charge accounts associated with your portfolio, supporting Estate Managers with relevant information
- Utilities and insurance recharging to leaseholders
- Monitoring the CHP Billing process, ensuring all fees raised accurately and on time
- Raise void service charges to developers
- Manage and record completion cheques from new lessees
- Reconcile opening balances for estates handed over from other agents
- Corporation tax administration
- Answer leaseholder / client enquiries in a timely fashion

- Handle referred leaseholder service charge queries to resolution via either telephone or e-mail, or escalate to relevant Estate Manager
- Following up actions from AGM Minutes and directors meetings
- Assist the Client Accounting & Finance teams with day to day / adhoc duties

## Skills & Experience Required

### Qualifications

- 2+ years of accounts experience
- Part-qualified AAT
- Experience in service charge client accounting is desirable but not essential
- Experience with Qube software is desirable but not essential

### Skills

- Excellent time management, prioritisation and diary management
- Excellent numeracy/analytical skills and competency in dealing with financial information
- Excellent communication skills – letter writing and the written and verbal presentation of information
- Excellent computer skills – Proficient in all Microsoft programmes, particularly Excel, and competent in mail merging.
- Excellent Team Working – Ability to build working relationships with employees across the organisation.

### Behaviours

- Thorough: attention to detail, the ability to think things through – not just follow a checklist
- Accountable: take personal responsibility for seeing things through to successful resolution
- Commitment: take pride in your work and care about your/the team's performance
- Mature: common-sense approach. Ability to see where improvements can be made
- Positive: an optimistic, can-do attitude that enhances team morale