# **ROLE PROFILE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Job Title:** | Senior Finance Business Partner (Service Charges) | | **Reporting to:** | Strategic Lead (Rent & Income Services) |
| **Directorate:**  **Team:** | Corporate Governance and Finance  Finance | | **Location:** | Any location across the Group |
| **Purpose of the role:** | | | | |
| To lead and manage a specialist service charge setting service, delivering outstanding customer service aligned to strategic objectives focussing on income maximisation with responsibility for charge setting, budget monitoring and forecasting across all tenures and partner organisations either within or managed by Thirteen. | | | | |
| **Key accountabilities and job content:** | | | | |
| * To fulfil the requirements as set out within the Tier 4 role profile. * Drive continuous improvement for Service Charge Setting and recovery, including section 20 processes in line with regulatory standards ensuring we are legal and safe with support from the Strategic Lead (Rent & Income Services). * Lead on service charge harmonisation across the wider business providing a business partnering expertise and guidance to ensure regulatory compliance, and VFM for the organisation and customers. * Collaboration with key staff members and departments to improve intercompany relationships, increase service charge understanding, challenging service provision and costs where necessary and to take corrective action to ensure systems and processes are fit for purpose. * Develop and coach colleagues on all aspects of systems for service and other charge setting/accounting. * Be the lead contact with the service charge system supplier partner to ensure effective communication with all stakeholders including internal IT teams relating to data transfers and system updates. * Manage the dedicated service charge team to ensure all business as usual services and responsibilities are carried out in line with the team plans and service objectives within the required time scales. * Lead the team on the monitoring and preparation of the LSE Accounts (Leasehold Scheme for Elderly). * Lead the team to ensure we are liaising with external estate based services providers, ensuring invoices are checked and paid as they fall due. * Represent the team at external customer and stakeholder meetings and forums. * Ensure service and amenity charge schedules, statements and associated legally required documentation is produced accurately, for both existing and new customers across all product types including social and affordable, leasehold and home ownership, supported and specialist/bespoke accommodation. * Assist in the design and implementation of policies, procedures and budget projections associated with service charge setting and advise of all legislation and regulatory changes that may impact on our charging strategy and affordability models. * Work collaboratively as part of the Rent & Income Services Hub management team, supporting other Senior Finance Business Partners and provide cover across the Hub where required. | | | | |
| **Qualifications:** | | | | |
| Significant demonstrable specialist experience of Service Charge setting/accounting and associated legislation | | | | |
| **Knowledge, skills and experience:** | | | | |
| * Sound knowledge/experience of rent and service charge setting / calculation, policies, legislation and external environment implications * Good relevant experience of leading a team with a holistic approach to service delivery; managing change and managing, coaching and developing people * Effective communicator, both verbal and written, including negotiation, and influencing skills with an ability to handle difficult and/or sensitive situations and queries appropriately. * Ability to analyse, review and report on complex matters including change management and compliance with regulatory and legislation requirements. * Proven skill in the identification of requirements, recording/analysis of data/information, and identification of solutions. * Knowledge of strategy and policy development * Proven ability to develop and manage a customer driven service and ensure continuous improvement * Leasehold accounting experience * Knowledge of Section 20 consultation process * Able to prioritise to achieve realistic targets and costs * Experience of project (end to end) work * Attention to detail and excellent organisational skills with a high level of skill in the use of IT and media and the ability to adapt to and develop new systems as appropriate. | | | | |
| **Role requirements and demands:** | | | | |
| **Solving problems:** | | Problem solving that is of a specialist / technical nature and requires some research and the analysis of information or solutions. | | |
| **Making decisions:** | | Operational decision making relating to organisational objectives and outcomes that have been defined by others, that involves the interpretation and application of policies, procedures, guidelines and criteria | | |
| **Communicating:** | | Provides information on complicated matters. Uses tailored communication skills in relation to specialist/technical issues where required | | |
| **Financial responsibility:** | | No | | |
| **People management responsibility:** | | Yes | | |

|  |  |
| --- | --- |
| *For Reward Team use only* | |
| Version 1 | Oct 24 |