

Job title: Service Charge Specialist

Line manager: Regional Service Charge Manager

Grade (if applicable): 3

Direct reports: None



Role purpose:

You will be responsible for setting, reviewing and issuing service charge accounts for social tenants, homeowners and commercial customers in your designated area. You will be a resident focused individual with the ability to promote successful relationships with internal colleagues, our residents and service users within your designated area.

Key results:

- Respond to enquiries and complaints about service charges from residents and colleagues in your designated area. Ensure that responses are comprehensive, timely and lead to improved resident understanding.
- Provide expert advice and guidance on all matters relating to service charge management for your area and have an understanding of legislation, case law and best practice guidance.
- Prepare service charge budgets for your area and work collaboratively with stakeholders across the business to ensure accuracy of data. Ensure charges are set in accordance with leases and tenancy agreements.
- Monitor the service charge costs for your area and produce accurate year end accounts. Work with external auditors to resolve queries in your area.
- Develop and maintain relations with key resident groups in your designated area and foster open and transparent relationships where the resident voice is used to improve the service. Ensure resident satisfaction with responses to queries meets your targets. Demonstrate the values of Peabody in all interactions.
- Ensure that sinking funds in your area are accurate and kept up to date. Ensure sinking fund charges reflect the long-term costs of maintaining the building/estate.
- Work collaboratively with development to ensure that service charge budgets for new sites within your area are accurate and transparent but reflect the true cost of the services.
- Work closely with Finance colleagues to ensure strong collaboration between service charge estimates and rent setting in order to achieve clear resident communication.
- Support the preparation of cases for the First Tier Tribunal and attend as required.

Success metrics:

- Service Charge accounts for your area are accurate and timely. Measurements show a year on year improvement in the accuracy of budget setting.

Version Date:

Signed off by:

- Resident satisfaction with the transparency and understanding of their service charges in your designated area demonstrates continual improvement. Resident feedback is used to make improvements.
- The number of queries and complaints in your area show a year on year reduction and the satisfaction with the handling of the queries shows continual improvement.
- The gap between income and expenditure on service charges within your area is minimal and explainable.
- Sinking Funds in your area are sufficient to cover the planned and cyclical works programmes without the requirement for homeowners to contribute additional sums.
- Residents moving in to new homes in your area are clear on their service charge commitments and cost increases are in line with contract costs.

About you:

You will be:

- A service charge specialist who can demonstrate the ability to successfully deliver fixed and variable service charges in a large complex environment.
- An excellent communicator with the ability to interpret complex matters to a wide variety of audiences including residents and regional colleagues.

You will have:

- A thorough understanding of S18 – 30 Landlord & Tenant Act 1985 (as amended), RICS Service Charge Residential Management Code and other best practice.
- The ability to understand and interpret residential leases, commercial leases and tenancy agreements.
- IRPM qualification (desirable)
- Ability to work flexibly to meet the needs of our homeowners. Occasional weekend or evening work may be required.