

Job title:

Assistant Director of Service Charges

Line manager:

Director of Home Owner Services

Grade (if applicable):

Direct reports:

Regional Service Charge Managers



Role purpose:

You will be accountable for setting, reviewing and issuing service charge accounts for social tenants, homeowners and commercial customers for the Peabody portfolio – around 91,000 properties with a value of £89 million. You will deliver accurate and transparent charges and use your extensive knowledge to ensure recovery of eligible costs for each tenure type. You will be a customer focussed individual with the ability to promote successful relationships with internal colleagues and our residents and service users.

Key results:

- Develop and lead a high performing team. Use your leaderships skills and experience to coach for performance through change and foster a culture of continual learning whilst putting the residents at the heart of the service.
- Provide expert advice and guidance on all matters relating to service charge management and have an understanding of legislation, case law and best practice guidance. Advise on how any proposed changes may impact the organisation.
- Oversee the preparation of the service charge budgets and work collaboratively with stakeholders across the business to ensure accuracy of data. Ensure charges are set in accordance with leases and tenancy agreements.
- Oversee the monitoring of service charge costs and the production of accurate year end accounts. Be accountable for the relationship with the external auditors of service charge accounts.
- Develop and maintain relations with key resident groups and foster open and transparent relationships where the resident voice is used to improve the service. Ensure resident satisfaction with responses to queries meets targets.
- Be accountable for harmonising the service charges of legacy organisations and ensuring the systems and processes are fit for purpose across the whole of Peabody.
- Develop reporting on income and expenditure, value for money, trend analysis, regional performance and others as required by the business.
- Be accountable for ensuring that sinking funds 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 are accurate and transparent but reflect the true cost of the services.
- Lead on the relationship with Finance to ensure strong collaboration between service charge estimates and rent setting in order to achieve clear resident communication.

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Success metrics:

- Service Charge accounts are accurate and timely. Measurements show a year on year improvement in the accuracy of budget setting.
- Resident satisfaction with the transparency and understanding of their service charges demonstrates continual improvement. Resident feedback is used to make improvements.
- The number of queries and complaints 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 is minimal and explainable.
- The team are professional, highly skilled and knowledgeable.
- All legacy teams and processes are integrated.
- The business has sufficient information/reporting to make key decisions on cost savings for residents and the organisation.
- Sinking Funds are sufficient to cover the planned and cyclical works programmes without the requirement for home owners to contribute additional sums.
- Residents moving in to new homes are clear on their service charge commitments and cost increases are in line with contract costs.
- To deputise for the Director of Homeowner Services as required.

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, senior colleagues and executive team.
- An experienced leader who can demonstrate their skill at leading through change.

You will have:

- A proven track record of delivering systems, process and customer service improvements in a service charge environment.
- A degree level education and/or relevant experience

Leadership Responsibilities: (in all role profiles for Assistant Directors & Heads)

- As a member of the leadership team, support and enable delivery of the Group Strategy

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through strategic and operational contribution .

- Demonstrate strong leadership skills to help build a diverse and inclusive organisations; ensuring that Equality, Diversity, and Inclusion principles are fully embedded in the attraction, recruitment, development, and retention of your teams and within the delivery of our services.
- Be a confident role model and leader, ensuring you reflect the values of the organisation. Know what it takes to motivate your team and ensure they have the right tools to do the job.
- Empower your teams to develop and grow, leading with trust and showing appreciation.
- Build effective networks internally across the organisation and externally to support delivery of the group strategy and the new localities model.