

Job description and person specification

Job Title:	Service Charge Assistant
Level:	Team member
Spot salary:	£30,196
Team:	Home Ownership / Specialist Housing Services
Reporting line:	Service Charge Officer
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As a Service Charge Assistant I will use my 'can do' approach to provide excellent service to all Phoenix Community Housing residents by ensuring that service charges are budgeted, recorded, charged fairly and reported in accordance with legislation and agreements.

In my job I will:

Support the Service Charge Officer in the administration, calculation and accounting of service charge costs to residents for all properties managed by Phoenix Community Housing, ensuring compliance with legislation and agreements.

Working with third party suppliers such as energy providers to ensure services are being managed and billed appropriately.

Validate actual costs for all residential stock with a variable service charge, identifying any discrepancies and advising relevant departments to investigate and resolve. Issue reconciliation statement of accounts, complying with agreements, leases and current legislation.

Liaise with Property and New Business on planned and specialist works to forecast expenditure and inform the Section 20 process.

Liaise with external auditors and resolve any queries.

Ensure existing reserve/sinking funds are up to date and accurately recorded, and notify residents of balances following the annual reconciliation.

Ensure that all commercial and telecoms service charges are recoverable and work with Commercial officer to ensure that rent reviews are undertaken at the appropriate time to maximise the income to the Business.

Take ownership and responsibility for any service related complaints or queries from customers ensuring that the customer experience is positive, professional and within set timescales, with reference to current service charge legislation and reading and interpreting legal documentation to ensure the accuracy of responses.

Assist in preparation of legal paperwork for tribunals and attend First-tier Tribunals and mediation as required.

Actively engage with internal and external stakeholders to deliver a high standard service. Work with resident groups to ensure rent and service charge review notices and annual service charge statements are set out in plain English and in a clear and transparent way and residents have had an opportunity to inform our decisions when redesigning them.

Pro-actively engage with residents. Plan, attend and follow-up enquiries for working groups. Arrange and hold meetings/learning sessions with internal teams and residents. Work flexibly according to the needs of the service, in the understanding that some out of hours working will be necessary.

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Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria
Experience, Knowledge, Understanding	<p>A thorough and detailed knowledge of Landlord and Tenant legislation and best practice as it relates to service charges, supported by demonstrable practical application of this knowledge.</p> <p>Accounting knowledge.</p> <p>A working knowledge of procedures and requirements for First-tier Tribunals and County Courts.</p> <p>Ability to plan and manage workload effectively to achieve deadlines.</p> <p>Experience of dealing professionally with people at all levels.</p>
Education and Qualifications	<p>A good standard of education, with excellent numerical ability in particular.</p> <p>Recognised qualification in property management or accounting would be an advantage.</p>
Skills	<p>MS Office skills with advanced use of MS Excel.</p> <p>Knowledge of financial and other database systems.</p> <p>Excellent communication skills.</p> <p>Strong organisational skills.</p> <p>Time Management skills.</p>
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.
Phoenix Strengths	<p>Demonstrate commitment to the Phoenix Strengths:</p> <ol style="list-style-type: none"> 1. Community 2. Customer 3. Consideration 4. Collaboration

*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.