

Role Profile

Job Title	Service Charge Officer		
Reporting into	Team Leader – Service Charge		
Directorate	Neighbourhoods	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As Service Charge Officer, you will provide technical and professional expertise, advice and assistance to all areas of the business to help fulfil their role in line with legislative and regulatory requirements in all areas related to Service Charges. You will communicate with customers, internal and external partners who have queries regarding any aspect of the service charge and will provide supporting documents when requested.

The Service Charge Officer will be responsible for managing a group of properties to ensure that accurate service charge budgets are set and annual accounts are produced within the legal timeframes.

Key Areas of Responsibility:

- Ensure services are delivered in line with targets, budgets, policies and operational standards to deliver agreed value for money outcomes.
- Ensure accurate setting and accounting of service charges for all new and existing properties and customers.
- Ensure the setting of accurate service charges for all new properties ahead of the required timescales for lettings and Sales to complete advertising and affordability duties which are handed over into the ownership or management of LiveWest - in partnership with development, neighbourhoods and estate services teams.
- Ensure correct consultation procedures are followed in relation to raising and altering service charges to ensure full recovery of income.
- Assist the Service Charge Management team in developing knowledge and awareness of good practice and statutory/legislative requirements in service charges across LiveWest.
- Assist in completing Section 20 consultation for long term agreements and repairs exceeding £250 per property.
- Deliver customer focussed technical, legal and administrative support and advice on service charges to enable colleagues to deliver joined up, tenure-blind customer focussed services to LiveWest customers which meet legal and regulatory requirements and customer expectations.
- Manage a patch of properties to ensure that all service chargeable costs are recovered within the legal framework.
- Ensure that all new build schemes are fully and accurately updated on the system.
- Identify expenditure to be recovered through sinking funds or asset depreciation.
- Contribute to the annual review of sinking funds.

- Respond to customer and colleague enquiries relating to service charges providing excellent customer service and customer care.
- Attend pre-site meetings and actively contribute towards discussions which concern service charges.
- Complete annual residents service charge meetings when requested by our customers.
- Completes and sets up all new scheme budgets and system configuration ahead of the required timescales for lettings and Sales to complete advertising and affordability duties.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Experience of improving customer satisfaction.
- Experience in a customer service/customer care environment.
- Experience in a support environment within a social housing or related profession. (D)
- Good level of knowledge of social housing policy. (D)
- Good level of knowledge of income and expenditure accounts and budgets. (D)
- Ability to manage, review and collect up to date information to assist in completing accurate accounts and budget setting
- Excellent customer service skills across all communication methods available and respond to customer interactions with the required timescales.
- Exceptional attention to detail.
- Experience using purchase order and invoicing systems. (D)
- Possess a natural ability to remain calm and professional when under pressure.
- Valid UK/EU driving licence and access to a suitable vehicle to enable travel to our various schemes and offices when required. (D)




Professional/Vocational/Academic Qualifications:

- Proficient level of literacy and numeracy.
- HNC/CIH relevant qualification (D), or equivalent expertise through experience in the workplace. Must be willing to work towards desirable qualification.
- Evidence of continuing professional development.








Safeguarding and Lone Working:

- N/A.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.