

Role Profile

Job Title	Head of Service Charge		
Reporting into	Director of Neighbourhoods, Customer Service & Supported Housing		
Directorate	Neighbourhoods - Operations	Working Style	Hybrid/Office
Responsible for	Service Charge accounting		
Level of Work	Level 4 - Head of Service		

Summary of Role:

As Head of Service Charge, you will be accountable for setting, reviewing, and issuing service charge accounts for social and supported housing customers, homeowners, and commercial customers for the LiveWest portfolio – around 35,000 customers with a value of £23 million.

You will lead on an evolution in our approach to Service Charge management by developing our capability across systems, process, and culture in line with our customer strategy. 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 focused individual with the ability to promote successful relationships with internal colleagues and our customers and service users.

Key Areas of Responsibility:

Service Charges

- Have overall responsibility for a compliant and customer-centric service charge cycle focused on the delivery of the customer strategy outcomes.
- Ensure that the different service charge regimes (fixed and variable) are set, managed, and reconciled/audited in accordance with relevant legislation, regulations, and good practice.
- Responsible for the accounting and financial management of Service Charge income, expenditure and surplus and deficit repayment / recovery and ensuring the Civica finance system is reconciled to the Civica Service charge module on a monthly basis.
- Develop and embed a service charge business partnering relationship between operational scheme owners and the Service Charge team.
- Have overall responsibility for leading and delivering the outcomes of the service charge transformation project, developing our capability across systems, process, and culture.
- Ownership and responsibility for ensuring all finance elements of the service charge process are followed and continually reviewed and updated.
- Lead on the relationship with Finance to ensure strong collaboration between service charge estimates and rent setting to achieve clear customer communication.
- Responsible for the Civica Service Charge module configuration, ensuring that expenditure is reconciled to scheme / property income.
- Establish key metrics utilising data driven insights and informed decision making.
- Ensure effective engagement and clear communication drives a high-quality service for customers.

- Develop longer term strategies to improve systems, performance, and processes.
- Develop reporting on income and expenditure, value for money, trend analysis, operational performance and others as required by the business.

Leadership

- Provide strong and effective leadership and implement a culture of high performance across teams.
- Work collaboratively with other senior leaders to achieve a joined-up approach in delivering directorate strategies and business strategic objectives.
- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.
- Be a role model for your team by demonstrating our values and behaviours in all you do.
- Provide relevant senior level advice and guidance as required.
- Represent LiveWest externally, developing and maintaining our reputation and building effective relationships with relevant stakeholders.
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place and ensure every staff member has a clear objective and development plan.

Skills, Knowledge, and Experience:

Skills, knowledge, and experience required for a Level 4 - Head of Service role, along with the below role specific requirements:

- Demonstrable working knowledge and understanding of Landlord & Tenant Legislation, Leasehold legislation, Service Charge legislation, case law and best practice as it relates to service charges.
- Extensive experience of leading and developing high volume, process orientated teams.
- Demonstrable experience of successfully managing and supporting people through change.
- Comprehensive experience of developing and improving services through performance management and process development.
- Extensive experience of working with accounting systems, information systems and electronic interfaces.
- Ability to present financial information clearly and concisely to non-financial people to inform decision making.
- Experience of managing and successfully delivering projects.
- Excellent customer focus and ability to improve customer satisfaction.
- Extensive use of Microsoft office applications in a business environment, particularly Excel.
- Knowledge of statutory reporting and Financial Reporting Standards.
- Valid UK driving Licence.











Professional/Vocational/Academic Qualifications:

- Chartered Institute of Housing Level 4 qualification (D), management qualification or equivalent experience.
- Proficient level of literacy and numeracy.
- 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 We operate safely, and are committed to ensuring the safety and wellbeing of others</p>	 <p>We keep learning We know the business, are commercially astute and an SME in our field</p>	 <p>We manage ourselves We take accountability for our own performance and actions</p>
 <p>We listen and take account of customer views We put the customer at the heart of what we do</p>	 <p>We do the right thing Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</p>	 <p>We collaborate with others Works effectively with others to achieve goals</p>
 <p>We get things done We have personal drive and deliver to a high standard, on time</p>	 <p>We innovate and improve We constantly seek to improve the way we do things</p>	 <p>We lead and inspire We get the best out of others by providing strong and flexible leadership</p>
 <p>We communicate effectively We ensure effective flow of information and ideas</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.