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|  | **Role Profile** **2025**  |
| **Job Title:** | **Service Charge Accountant** |
| **Reports into:** | Director of Finance & Resources |
| **Direct Reports:** | None |
| **Department/ Location:** | Stockwell |
| **Disclosure Level:** | Basic |
| **Candidate Overview** | We are seeking a detail-oriented and experienced **Service Charge Accountant** to manage and oversee all financial activities related to service charge accounts. The successful candidate will ensure accurate budgeting, timely reconciliation, and compliance with relevant regulations for service charge funds, primarily within a residential property portfolio. |
| **Role Purpose:** | Provide a comprehensive, high quality, customer effective charge management service to SW9 residents on behalf of SNG in compliance with the Landlord and Tenant Act 1985 (as amended) and other relevant legislation. |
| **Key accountabilities** |
| **Budgeting & Financial Reporting*** Prepare and reconcile annual service charge budgets and actuals.
* Produce and issue year-end service charge accounts in line with lease agreements and statutory guidelines (Landlord and Tenant Act 1985).
* Manage and report on reserve funds, ensuring correct contributions and balances.
* Monitor expenditure, compare against budgets, and post adjustments as needed.
* Provide service charge budgets for new developments at design stage.

**Billing & System Management*** Calculate and issue service charge estimates, actuals, major works charges, and ground rent in line with lease terms and within set timescales.
* Lead on the rent increase process, ensuring accurate calculations and communications.
* Troubleshoot and improve service charge billing systems to ensure accuracy and efficiency.
* Maintain service charge ledgers and ensure accurate postings in financial systems.

**Stakeholder Engagement & Queries*** Liaise with SNG to ensure the bank balance is topped up with the correct amounts.
* Reconcile the individual leaseholder accounts and produce and send out yearly financial statements
* Handle leaseholder and tenant queries on service charge estimates, statements, and variances.
* Liaise with internal teams (Repairs, Development, Finance) to ensure correct cost allocations and billing for works and new developments.
* Support internal and external audits, tribunals, and court proceedings with required financial data.
* Collaborate with the Leasehold Adviser to improve communication with residents, including welcome packs and service charge handbooks.

**Governance & Compliance*** Ensure compliance with relevant legislation and obtain dispensation where necessary.
* Review lease agreements to ensure all service charge elements are captured.
* Identify non-collectable charges and prepare write-off documentation as required.
* Conduct Land Registry checks to confirm leaseholder ownership status.

**Engagement & Representation*** Arrange and attend leaseholder service charge meetings and community events.
* Provide input to legal and tribunal cases as required.
* Represent the organization at First Tier Tribunals and in County Court when necessary.

**Standard Responsibilities**Adopt and comply with SW9 CH values, policies and procedures, and regulatory frameworks including:* Code of Conduct
* Health and Safety
* Data Protection, confidentiality, privacy and use of IT resources
* Regulatory standards and probity
* Risks and internal controls framework
* Human Resources policies and procedures
* Equality and diversity
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| **The post-holder may be required to undertake duties of a similar nature and at this level elsewhere within the service.** |
| **Contacts - External/Internal** |
| * Managers and staff within SW9 CH and SNG
* Residents and resident representatives
* Legal Counsel
* Courts and Tribunals
* Contractors and Service Providers
* Other external agencies relevant to role
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| **Person Specification**  |
| **Education*** Part-qualified or qualified (ACCA, CIMA, AAT) or equivalent relevant experience.
* Possession of or working towards a recognised accounting qualification is desirable.

**Knowledge and skills*** Knowledge of leases and understanding of the issues of leasehold management.
* Good knowledge of IT and Housing systems including Word, advanced Excel and Outlook.
* Excellent numerical skills to calculate estimated and actual service charges.
* Demonstrable knowledge of Section 20 and other leasehold legislation.
* Ability to meet deadlines and plan and deliver a range of different activities.
* Ability to validate information and show attention to detail.
* Ability to achieve results against departmental Key Performance Indicators.
* Excellent interpersonal skills to support work with customers across a range of circumstances.
* Strong verbal communication skills and the ability to adapt this approach for different audiences.
* Excellent analytical skills to identify a range of issues from information gathered.
* Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility.

**Experience*** Experience in Service Charge accounting and general leasehold management preferable within housing or property sector.
* Experience of creating performance reports and implementing service improvements is desirable.
* Experience of working in social housing or local authority is desirable.
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| **Competencies**  |
| **We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate** **the four HART behaviours: -****Hungry** – I am ambitious to succeed* Optimistic: I am can-do and focussed on what can be done
* Creative: I find new ideas and solutions to challenges
* Bold: I get out my comfort zone and try new things
* Motivated: I welcome feedback and want to succeed

**Accountable** – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively * Resilient: I work hard to make things happen
* Disciplined: I am realistic and do what I say I will do
* Personal ownership: I take ownership of an issue until it is resolved
* Confident: I make decisions that are within my remit

**Respect** – I treat everyone with respect and understanding I arrive on time and take full part in meetings* Prepared: I arrive on time and take full part in meetings
* Communicator: I listen to others and work hard to communicate well
* Responsive: I always answer a ringing phone and respond quickly
* Self-aware: I put myself in others’ shoes and understand how my actions impact on others

**Together** – I am proud to be one team* Positive: I talk positively about SW9 CH as one team
* Proactive: I put myself forward and build great relationships
* Supportive: I support and recognise the contribution of others
* Role model: I genuinely believe I make the difference
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