

## **JOB DESCRIPTION**

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|-------------------------|---|
| <b>JOB TITLE:</b>       | <b>Service Charge Advisor</b>   |
| <b>LOCATION:</b>        | <b>Newlon House, 4 Daneland Walk, London N17 9FE</b>  |
| <b>SALARY:</b>          | <b>£42,751 (pending pay increase in April 2024) plus eligibility to join our performance related pay scheme</b> |
| <b>REPORTING TO:</b>    | <b>Head of Service Charges</b>  |
| <b>RESPONSIBLE FOR:</b> | <b>No posts report to this role</b>   |

### **A MAIN OBJECTIVES**

To assist with the delivery of accurate and value for money service charges for Newlon and Access in line with legislation, the financial framework set by the Assistant Finance Director and customer service principles including:

- setting and monitoring budgets
- distributing information internally and externally
- responding to queries from customers with customer focus
- working closely with the Finance department

## B SPECIFIC TASKS AND RESPONSIBILITIES

| Key Tasks and Responsibilities |  | Performance Standards and Outcomes  |
|--------------------------------|--|---|
| 1                              | Assisting the Head of Service Charges with the setting of service charges for Newlon and Access in line with legislation and the financial framework and timescales agreed with the Assistant Finance Director | <ul style="list-style-type: none"> <li>• Service charge budgets reviewed and monitored</li> <li>• All service charge statements produced, reviewed and signed off on time</li> <li>• Technical support provided on all service charge matters.</li> </ul>   |
| 2                              | Assist with the provision of accurate timely and helpful information to service charge payers and responding to their queries  | <ul style="list-style-type: none"> <li>• Statutory and regulatory obligations met</li> <li>• Budgets and statements accurate sent on time</li> <li>• Changes to charges explained</li> <li>• Comprehensible information on charges given to payers</li> <li>• Meetings with and briefings to residents</li> <li>• Responding to challenges including representation/arranging representation at Tribunal</li> <li>• Measures to increase resident satisfaction in survey</li> <li>• Invoices/data provided to payers who ask in line with law.</li> <li>• Newlon's customer standards met –Newlon Gold</li> </ul> |
| 3                              | Contribute to the setting of accurate and timely service charge budgets based on information submitted by service managers   | <ul style="list-style-type: none"> <li>• Timetable for budget consulted upon, discussed, set and communicated</li> <li>• Timetable achieved</li> <li>• Charges accurate and transparent</li> <li>• Surpluses and deficits minimized</li> <li>• Value for Money achieved through constructive challenge to spending departments.</li> </ul>  |

| <b>Key Tasks and Responsibilities</b> |   | <b>Performance Standards and Outcomes</b>  |
|---------------------------------------|---|--|
| <b>4</b>                              | Continuously review service charge actual costs against budgets and, working with service managers, ensure service charge costs are properly incurred, documented and charged | <ul style="list-style-type: none"> <li>• Guidance and clear instructions provided</li> <li>• All costs that should be charged are charged correctly/no costs that should not be charged are charged</li> <li>• Quickly responding to inappropriate charges</li> <li>• Anomalies investigated.</li> <li>• Ensure service charge costs are properly incurred documented and chargeable where charge</li> </ul> |
| <b>5</b>                              | Providing information advice guidance and training to other staff about Service Charges   | <ul style="list-style-type: none"> <li>• Clear instructions issued to relevant staff</li> <li>• Training provided</li> <li>• Accurate information given and discussed with other teams (eg Sales, Income) promptly when needed</li> <li>• Dealing with internal queries from other departments</li> <li>• Dealing with external queries regarding service charges</li> </ul>                                 |
| <b>6</b>                              | Reviewing and monitoring charges to Newlon from Head landlords/agents   | <ul style="list-style-type: none"> <li>• Charges scrutinized, and queried when necessary.</li> <li>• Head landlords clear on and meeting their responsibilities</li> <li>• Details of cost going into charges sought and challenged where wrong.</li> <li>• Recoverable/irrecoverable charges are correctly identified.</li> </ul>   |
| <b>7</b>                              | To contribute to the effective running of the service charge team and housing directorate   | <ul style="list-style-type: none"> <li>• Contribution to team goals</li> <li>• Participation in rotas, demonstrating flexibility and good team work.</li> </ul>  |

| Key Tasks and Responsibilities   |  | Performance Standards and Outcomes   |
|--|--|--|
| 8  | To contribute to maintaining an effective work-place | <ul style="list-style-type: none"> <li>• All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to</li> <li>• Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers</li> <li>• Objectives of reliability, consistency, speed and awareness built into all activities</li> <li>• Newlon Gold behaviors of working together, solving problems, taking ownership and customer focus built into all activities</li> <li>• Collaboration across teams actively promoted at all times</li> </ul> |
| No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document. |  |  |