

Job Description

JOB TITLE:	Service Charge Advisor Apprentice
LOCATION:	Newlon House, 4 Daneland Walk, London N17 9FE
SALARY:	Starting salary £22,444 per annum plus up to 5% Performance Related Pay
REPORTING TO:	Head of Service Charges
RESPONSIBLE FOR:	No posts report to this role

A MAIN OBJECTIVES

This is a trainee role designed 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 in a respectful and empathetic manner
- working closely with the Finance department
- Becoming a Service Charge Advisor within a period of 18-24 months

Qualification/Study: As part of the learning the staff member will undertake a Level 2 finance qualification via the apprenticeship route.

B SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards and Outcomes
1	Learning the process and assisting the team with the setting of service charges for Newlon and Access in line with legislation and the financial framework	<ul style="list-style-type: none"> • Service charge budgets reviewed and monitored • All service charge statements produced, reviewed and signed off on time • Respond to simple queries regarding service charge matters, with a view to increasing knowledge and skills by the end of the trainee period.
2	Assisting the team with the provision of accurate timely and helpful information to service charge payers and responding to their queries	<ul style="list-style-type: none"> • Statutory and regulatory obligations met • Assist with budgets and end of year statements checking, ensuring accuracy and mail out process is on time • Comprehensible information on charges given to payers by the end of the trainee period • Attend meetings and briefings with residents (shadow, take minutes, etc.) • Measures to increase resident satisfaction • Invoices/data provided to payers who ask in line with law. • Newlon's customer standards met
3	Assist the team by contributing to the setting of accurate and timely service charge budgets based on information submitted by service managers	<ul style="list-style-type: none"> • Timetable for budget consulted upon, discussed, set and communicated • Timetable achieved • Charges accurate and transparent • Surpluses and deficits minimized • Value for Money achieved through constructive challenge to spending departments.
4	Assist with the analysis of service charge actual costs against budgets and, working with service managers, ensure service charge costs are properly incurred, documented and charged, on a monthly basis.	<ul style="list-style-type: none"> • Ensure all charges are correctly allocated to the correct scheme and cost centre. • Quickly respond to inappropriate charges • Anomalies investigated. • Ensure service charge costs are properly incurred documented and chargeable

Key Tasks and Responsibilities		Performance Standards and Outcomes
5	Providing information advice guidance and training to other staff about Service Charges (after traineeship)	<ul style="list-style-type: none"> • Clear instructions issued to relevant staff • Accurate information given and discussed with other teams (e.g., Sales, Income) promptly when needed • Dealing with internal queries from other departments • Dealing with external queries regarding service charges
6	To contribute to the effective running of the service charge team and housing directorate	<ul style="list-style-type: none"> • Contribution to team goals • Participation in rotas, demonstrating flexibility and good team work.
7	To contribute to maintaining an effective workplace	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Trust Newlon values of customer service applied to internal and external customers • Objectives of reliability, consistency, speed and awareness built into all activities • Trust Newlon behaviours of working together, solving problems, taking ownership and customer focus built into all activities • Collaboration across teams actively promoted at all times
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.		