

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Property Accounts Officer	Grade: Scale 6-SO1
Section: Property Accounts	Directorate: Resources
Responsible to following manager: Property Account Team Leader	Responsible for following staff: n/a
Post Number/s: F0833	Last review date: February 2023

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Assist in the service charge calculations for Wandsworth Council's leaseholders and supports the annual billing exercise including capital works for both in-house managed properties and Coop & Resident Management Organisations. Responsible for effective and accurate accounting for pre-and post-sales in respect of service charges.

Specific Duties and Responsibilities

Sc6

- In accordance with legislative requirement and council policy, prepares Notice of Estimates (including Section 125s) for Right to Buy, part equity share purchase and open market sales cases, showing recoverable service charges and major works.

- Responsible for maintaining an accurate database including updating leaseholder's details, create records for new sales and ensuring that new accounts are set up on the accounts receivable system.
- Assists the Principal Property Accountant as part of the annual billing programme to meet all deadlines by undertaking detailed analysis of accounts and other records to ensure accuracy of costs to be recharged to the leaseholders.
- Responsible for providing service charge information requested for sales enquiries. Liaising with other services as necessary and dealing with subsequent enquiries.
- Responsible for actioning major works final accounts, making necessary adjustments, reconciling the service charge system, and uploading to the accounts receivable system.
- Dealing with day-to-day enquiries and complaints from leaseholders, liaising with other departments, taking appropriate action as necessary. Deals with requests for building insurances schedules, sublet insurance requests and service charge adjustments.

SO1

- Deputises for the Senior Property Account Officer, undertaking reconciliations of mortgage accounts as required including the uploading of cash files into the mortgage system and providing statistical information to the Head of Service.
- Responsible to the Property Account Team Leader for providing effective accounting and financial control over all aspects of the pre-and post-sales functions necessary for management of leasehold properties, including leasehold buybacks, freehold reversions and part equity share purchases.
- Assists with the billing management co-operatives/RMOs leaseholders and failed management companies with service charge accounts in accordance with the terms and conditions of the respective leases. Extracts the service chargeable costs from the Co-op signed audited accounts and reconciles against their Income & Expenditure account.
- Dealing with the administration of buildings insurance including the increasing of sums insured and advising on policy restrictions due to subletting. Responsible for providing insurance schedules for mortgage applications within the 24-hour agreed deadline.
- Responsible for ensuring all service charge adjustments are calculated, verified and completed on the accounting system within the set timeframe, in compliance with lease covenants, statutory requirements and/or Council policy.

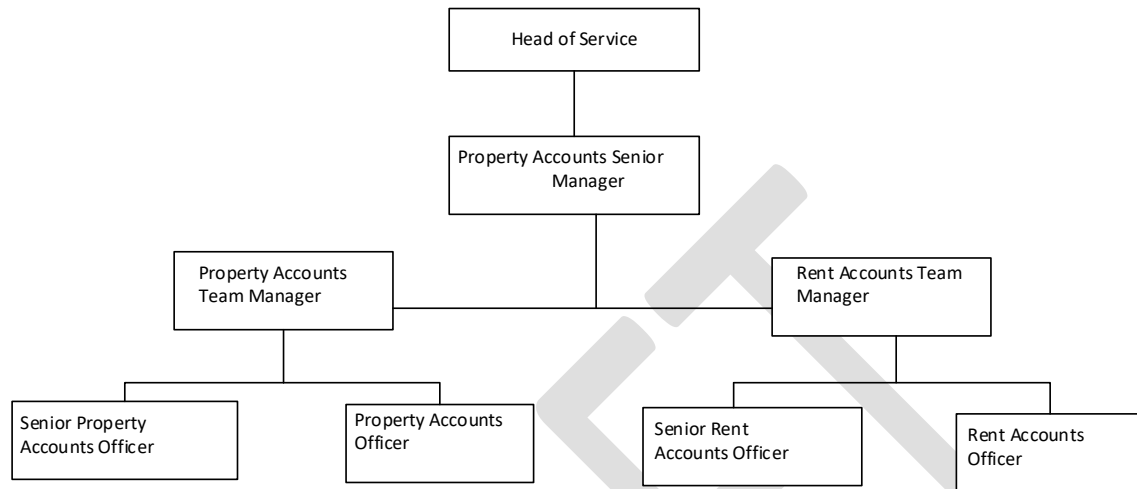
- Responsible for calculating and preparing final service charge statements for leasehold buybacks and freehold reversions including all major works, actioning adjustments as necessary.
- Dealing with the administration of deeds of variations arising from new builds, revised floor space and new blocks. Ensuring block and estate percentages are revised on all databases and lease packs updated as required. Reconcile all affected service charge accounts and liaise with leaseholders as necessary.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Team structure

For the current structure please go to The Loop.



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Understanding of leaseholders service charges		X	
Knowledge of and ability to use standard IT packages including Excel	X		
Scale XX			
Understanding of Housing legislation	X		
Experience	Essential	Desirable	Assessed
Experience of using different IT systems		X	
Experience of working towards deadlines	X		
Scale XX			
Experience of working within a housing related environment	X		

Skills	Essential	Desirable	Assessed
Numerate with the ability to undertake financial calculations	X		
Good communication skills	X		
Ability to organise and prioritise own workload	X		
Scale XX			
Ability to run reports using Excel and other IT packages	X		

A – Application form / CV

I – Interview

T – Test

C - Certificate

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