**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Property Accounts – Project Manager  Fixed term 12 months | **Grade**:  PO5 |
| **Section:**  Revenues | **Directorate:**  Resources |
| **Responsible to following manager:**  Head of Benefit | **Responsible for following staff:**  0 |
| **Post Number/s:**  RWR030A | **Last review date:**  15 July 2021 |

**Information & Job purpose**

* The Property Accounts team comprises of two areas specialising in property charge functions, service charges for leaseholders and managing rent accounts for tenants.
* The team are responsible for the raising and calculation of charges for both tenant’s rents and leaseholder’s service charges and the preparation of Right to Buy and sales information.
* There are approximately 22,000 rent accounts and 16,000 leaseholder properties.

The purpose of this fixed term role is:

* To lead on the implementation and migration to a new service charge system for leaseholders from October 2021.
* To take responsibility of the preparation work for the annual calculation of tenant’s rents in April 2022 by developing knowledge and understanding of the rents system, especially the reporting module.
* To be responsible for reviewing the different elements of the service charge billing for leaseholders.
* To review current process and procedures, introducing change where appropriate and finding solutions.

**Specific Duties and Responsibilities**

* Working with the corporate IT department and other partners to ensure successful implementation of a new IT system for calculating service charges will involve testing, report writing, training for the end users to ensure that service charges can be accurately calculated according to lease agreements.
* Responsible for managing the annual rent modelling exercise and the final rent calculations by ensuring that the following activities are completed; provisional rent assessment calculations, uploading and validation of new charges, issuing of notices, checking housing benefit interfaces, direct debit and standing order arrangements and production of label letters.
* Overall responsibility for raising the annual leaseholders service charges promptly and accurately to a total of approximately £12m. Working to a tight timetable and with other departments to ensure that the information for required for the service charges are collated from various sources and calculated accurately.
* Review the current way of calculation of service charges and ensure that this annual service charge calculation is completed in the most efficient and effective manner and there is clear written documentation.
* Reporting on the progress on all activities to the Head of Service and the Assistant Director on a regular basis.
* The role may involve evening and weekend work when 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 Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Current team structure

Head of Benefits

Project Manager – Property Accounts

Property Accounts Officers x2

Principal Property Accountant

Principal Rent Accountant

Property Accounts Officers x2

**Person Specification**

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| --- | --- |
| **Job Title:**  Property Accounts – Property Accounts | **Grade**:  PO5 |
| **Section:**  Property Accounts, Revenues | **Directorate:**  Resources |
| **Responsible to following manager:**  Head of Benefit | **Responsible for following staff:**  0 |
| **Post Number/s:**  RWR030A | **Last review date:** |

**Our Values and Behaviours[[1]](#footnote-1)**

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 –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| In-depth knowledge of IT packages such as Access, Excel and SQL. | A/I |
| Knowledge of the application of service charges for leaseholders and rent setting | A/I |
|  | |
| Experience of successfully managing change and projects. | A/I |
| Experience of working in a Housing/Finance environment, calculating service charges | A/I |
| Significant experience of using IT packages, and ability to support others in their day-to-day use. | A/I |
| Experience of working within the public sector within a diverse working environment. | A/I |
|  | |
| Excellent communication skills including negotiation. | A/I |
| Ability to problem solve and take decisions | A/I |
| Ability to organise and prioritise own workload and to work under pressure and meet deadlines. | A/I |
| **Qualifications** | |
| n/a |  |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**

1. [↑](#footnote-ref-1)