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

**Job Description**

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| **Job Title:**  Property Accounts Manager | **Grade**:  PO6 |
| **Section:**  Revenues | **Directorate:**  Resources |
| **Responsible to following manager:**  Head of Benefits | **Responsible for following staff:**  6 |
| **Post Number/s:**  RWR0434 | **Last review date:**  June 2022 |

**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.

**Information and 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 role is:

* To be responsible for effective billing and calculation of service charges for leaseholders.
* To be responsible for reviewing the different elements of the service charge billing for leaseholders.
* To have overall responsibility for the correct charging of rent including all elements to tenants and the annual recalculation of tenant’s rents.
* 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 which will involve testing, report writing, training for the end users to ensure that service charges can be accurately calculated according to lease agreements.
* Review the current calculation of the service charge elements and ensure that the calculation is transparent and accurate with clear written documentation.
* 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 required for the service charges are collated from various sources and calculated accurately.
* Responsible for managing the annual rent modelling exercise for tenants 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.
* Reporting on the progress on all activities to the Head of Service and the Assistant Director on a regular basis.
* Management of officers, including recruitment, training, development and appropriate application of policies and codes of practice on staffing matters
* 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.

**Team structure**

Head of Benefits

Property Accounts Manager

Principal Property Accountant

Rent Accounts Officers x2

Property Accounts Officers x2

Principal Rent Accountant

**Person Specification**

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| --- | --- |
| **Job Title:**  Property Accounts Manager | **Grade**:  PO6 |
| **Section:**  Revenues | **Directorate:**  Resources |
| **Responsible to:**  Head of Benefits | **Responsible for:**  Principal Property Accountant, Principal Rent Accountant & 4 Property/Rent Accounts officers |
| **Post Number/s:**  RWR0434 | **Last Review Date:**  June 2022 |

**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.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** | |
| In-depth knowledge of IT packages. | **X** |  | **A/I** | |
| Knowledge of the application of service charges for leaseholders and/ or rent setting | **X** |  | **A/I** | |
|  |  |  |  | |
| **Experience** | **Essential** | **Desirable** | **Assessed** | |
| Experience of successfully managing change and projects. |  | **X** | **A/I** | |
| Experience of working in a Housing/Finance environment, calculating service charges and / or tenant’s rent charges | **X** |  | **A/I** | |
| Significant experience of using IT packages, and ability to support others in their day-to-day use. | **X** |  | **A/I** | |
| Experience of working within the public sector within a diverse working environment. |  | **X** | **A/I** | |
| Experience of successfully leading or managing high-performing team of staff. | **X** |  | **A/I** | |
|  |  |  |  | |
| **Skills** | **Essential** | **Desirable** | **Assessed** | |
| Excellent communication skills including negotiation. | **X** |  | **A/I** | |
| Ability to problem solve and take decisions | **X** |  | **A/I** | |
| Ability to organise and prioritise own workload and to work under pressure and meet deadlines. | **X** |  | **A/I** | |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** | |
| **N/a** |  |  |  | |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**