



**Yorkshire
Housing**

Rent and Service Charge Officer

August 2026



Key information about the role



Rent and Service Charge Officer

 **Business area:**
Finance

 **Reports to:**
Rent and Service Charge Coordinator

 **Leader of others:**
No

 **Contract type:**
Agile Homeworking

 **Budget holder:**
No

 **Car Allowance:**
No

 **DBS check required:**
No

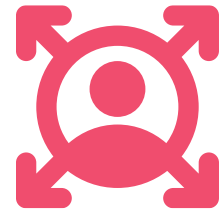
About the role

Role purpose

Assisting the Rent and Service Charge Coordinator in ensuring that rents and service charges are calculated in line with policy and ensuring revised charges are entered onto the housing system correctly.

Supporting the development of consistency throughout Yorkshire Housing in the way in which rents and service charges are administered and providing an excellent service to our internal and external customers.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

Key responsibilities:

- Take responsibility for preparing service charge schedules for a variety of schemes annually. Calculate the new charges with the rent and service charge coordinator and review and sign off new charges with the Head of Service.
- Maintain accurate data within the housing system and assist the Rent and Service Charge Co-ordinator with the timely uploading of new rents and service charges.
- Assist with calculation of new rents when due in accordance with the rent policy.
- Assist with the production of the annual rent and service charge letters, ensuring that the letters go out on time and in accordance with group policy.
- Assist with completion of annual income and expenditure reports for customers with variable service charges.
- Respond to internal and external customer queries relating to rents and service charges.
- Keep up to date with filing and maintain accurate records for each service charge ensuring all information is recorded and kept up to date for audit purposes and in order to deal with any queries relating to the service charge.
- With the Rent and Service Charge Coordinator, aim to continuously improve the rent and service charge review process and meet best practice.
- Work with the Rent and Service Charge co-ordinator to set fair rents and deal with appeals where necessary and maintain the fair rent register.
- Prepare and post the Service charge Journal on a monthly Basis



As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

So, what will you bring to the role?



The main things:

- GCSEs in English and Mathematics (or equivalent) – Grade D and above
- Excellent communication and interpersonal skills
- Confident in use of information technology including Excel and Word
- Actively promote value for money and efficiency
- Experience presenting information in a clear & concise way, both in writing and orally
- Accurate, numerate and keen attention to detail
- Ability to work on own initiative and within a team
- Experience of co-ordinating, analysing and presenting complex sets of numerical information
- Proficient in data entry and management
- Experience of working in a busy finance department
- Experience of creating and using complex spreadsheets
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- Knowledge of regulatory and legal framework for rent and service charge setting in the social housing sector.
- Ability to reconcile accounts
- Experience of using Housing Management and Finance systems
- Working in the housing sector – rent income accounting.
- AAT Qualified and or Studying towards ACCA/ CIMA)

Our Yorkshire Housing values



What are they?

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

Create trust



- Do the right thing, not the easy thing
- Be honest and open
- Do what you say.

Be curious



- Think differently
- Ask questions
- Keep learning.

Make it happen



- Own it
- Do it
- Be empowered

Achieve impact



- Do things that matter
- Deliver results
- Show pride and passion.

Have fun



- Enjoy work
- Be yourself
- Stay connected.

