

# Yorkshire Housing Role Profile

<b>Job title:</b>	Rent and Service Charge Officer	<b>Leader of others:</b>	No
<b>Reports to:</b>	Rent and Service Charge Coordinator	<b>Contract type:</b>	Agile - Homeworking
<b>Business Area</b>	Finance	<b>DBS Required:</b>	No
<b>Budget holder?</b>	No	<b>Car Allowance:</b>	No

## Job 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.

## 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 housing teams.
- 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 Homeowners..
- 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 purposed 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 and housing teams 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

## What you'll bring to the role

### The main things:

- Passing GCSEs in English and Mathematics (or equivalent)
- 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

**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 values:**

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.

**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.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

**Date Role Profile last reviewed:**

March 2025