



# Grŵp Cynefin

Mwy na thai • More than housing

**CYNEFIN GROUP**

**JOB DESCRIPTION**

## **SERVICE CHARGE CHAMPION**

<b>Department:</b>	Operations
<b>Accountable to:</b>	Housing Manager
<b>Responsible for:</b>	Rent Officers
<b>Job location:</b>	Denbigh or Penygroes / Working from home

### **PURPOSE OF THE POST:**

- Lead to ensure Service Charge processes are effective and efficient.
- Challenge and verify the affordability of a service charge on behalf of Grŵp Cynefin tenants
- Lead to develop and manage new projects in the department
- Develop effective participation opportunities for tenants

## **JOB RESPONSIBILITIES:**

1. Lead and act appropriately to ensure the effective delivery of Grŵp Cynefin service pay procedures in compliance with legislation
2. Be a service charge champion at Grŵp Cynefin providing support and advice about the service charge rules to colleagues
3. Check and when appropriate challenge the affordability and value for money of our tenant service charge
4. Collaborate and co-ordinate with co-workers with other teams in the Association to ensure our delivery is suitable and accurate.
5. Working together to develop service charge value for money opportunities in the housing field
6. Deal promptly with queries from tenants and payers about their service charge.
7. Contribute to the service charge review process including the production of all statutory letters and notices required to be delivered to the tenants
8. Lead and arrange meetings with tenants to discuss and clarify their service charge when necessary
9. Check the accuracy of service charge services, for example telephone lines, electricity, water, gas and management and challenge company fees directly if they do not
10. Work closely with Asset Management and the Finance Team in monitoring service charges on a quarterly basis, championing value for money
11. Working closely with the Development Team in imposing a service charge on new schemes, including challenging the need for services with costs and collecting the costs to be delivered in a timely manner to the Housing teams
12. Leading on the accuracy of service charge data on all our systems, for example special equipment and telecare
13. Make current service charge information available, including on the Association's website
14. Lead and coordinate projects with appropriate delegation of tasks
15. Manage and monitor project timelines, ensuring we reach project milestones within time and budget
16. Be aware of developments and legislation in housing.
17. Submit regular reports in accordance with job requirements.
18. Ensure that any issues relating to the safeguarding of children or vulnerable adults are brought to the attention of a Safeguarding Officer immediately.

**CORPORATE RESPONSIBILITIES:**

<b>Service Delivery</b>	<ul style="list-style-type: none"><li>• Deliver the work to a high standard, on time and within budgets,</li><li>• Respond to internal and external customers in a timely and professional manner,</li><li>• Providing advice and support to co-workers / customers</li><li>• Submit regular reports within the responsibilities of the position,</li><li>• Comply with all policies and any applicable legislation.</li></ul>
<b>Management</b>	<ul style="list-style-type: none"><li>• Ensuring that new and recurring projects are realised</li><li>• Manage the accountable jobs directly</li><li>• Complete on-time reviews identifying development and training needs</li><li>• Manage the individual's performance with appropriate action in cases of underperformance but also good performance recognition.</li></ul>
<b>Performance</b>	<ul style="list-style-type: none"><li>• Delivering work in line with Key Performance Standards</li><li>• Work towards the aims and objectives of Grŵp Cynefin and support the development of an organisation that performs to a high standard</li><li>• Work with the Housing Manager to monitor the Team's performance identifying, intervening and acting as necessary</li></ul>
<b>Policies and Processes</b>	<ul style="list-style-type: none"><li>• Working in accordance with all Grŵp Cynefin's policies and processes</li><li>• Ensure policies and processes align with legislative, managerial and well-practiced requirements</li><li>• Support any review and proposal of policy improvements to support continuous improvement</li></ul>
<b>Financial and Budgetary</b>	<ul style="list-style-type: none"><li>• Participate in effective budget management</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Representing Grŵp Cynefin effectively externally by conveying a professional and positive image on all occasions</li><li>• Commitment to tenant participation in all aspects of the work</li></ul>

The above Job Description is not an exhaustive list of the duties and responsibilities of the position.

Other duties within the scale of the post will be required from time to time in discussion with the Housing Manager or Head of Neighbourhoods.

The job description is reviewed regularly and in accordance with service requirements.

Any proposed change will be discussed with the office holder.

**PERSONAL RESPONSIBILITIES:**

Act in accordance with Grŵp Cynefin's values:-

<b>Open</b>	Transparent in the way we work with in decision making. Willing to work together to achieve the best results.
<b>Innovative</b>	Forward thinking and ready to challenge ourselves to discover new ways to operate and deliver the highest quality services to our customers.
<b>Encouraging</b>	Working with passion to support our customers, co-workers and partners as well as help our communities succeed.
<b>Accomplish</b>	Operate professionally using our expertise, to ensure the prosperity of the company and our people. Always aim for continuous improvement and value for money.
<b>Respect</b>	Respect each other with others, promote equality and reject any prejudice

*Ensuring confidentiality, security and integrity of data  
Promote and act in accordance with the Health and Safety Policy  
Promoting equality and diversity in all aspects of work*

It is expected that all staff within Grŵp Cynefin operate within our Competency Framework, which are behaviours or skills essential for effective performance:-

- Effective Communication
- Working as a Team
- Working Effectively and Efficiently
- Customer Excellence
- Continuous Improvement

**MAIN CONTACTS OF THE POST:**

Internal: Grŵp Cynefin Staff

External Tenants, management agencies and experts in the field

**NORMAL WORK ENVIRONMENT:**

- Work at a desk in an office.
- External meetings, in the offices of partners and participants and customers and in seminars and the like.
- Site and housing visits.
- Standard office hours but occasionally additional hours to attend meetings outside of office hours.

## PERSON SPECIFICATION

### SERVICE CHARGE CHAMPION

*All criteria are considered essential unless indicated as desirable*

#### Education and Qualifications:

A Level (2+)  
HNC (Higher National Certificate)  
NVQ Level 4 (National Vocational Qualification)  
City & Guilds HPD Level 4 (Higher Professional Diploma)  
Or the experiential equivalent

#### Professional Experience:

Experience providing housing services  
Experience in knowledge production  
Experience advising  
Project management experience (desirable)

#### Knowledge and Skills:

Knowledge and understanding of the social housing field  
Can work well as part of a team  
Has strong problem solving skills  
Can use Information Technology to get the job done  
Full current driving licence

Bilingual (English and Welsh) in the following or higher levels:

Listen: Can follow normal work-related conversations, in both languages between fluent speakers.

Read: Can understand common material, and technical material, in both languages.

Talk: Can hold a pretty in-depth conversation about routine work issues in both languages.

Writing: Can draft normal text in both languages.

#### Leadership and Management

Able to work effectively with a focus on results  
Commitment to providing excellent customer services  
Have a style to work collaboratively  
Experience managing staff (desirable)

**Summary of Terms and Conditions  
SERVICE CHARGE CHAMPION**

<b>Type of agreement</b>	Permanent
<b>Salary</b>	Band E, Point 1-5 £32,957 - £37,093 Salary is paid on the 20th of each month The position is offered at the lowest point of the band
<b>Holidays:</b>	30 days a year plus the statutory bank holidays and the period between Christmas and New Year
<b>Travel:</b>	Casual car user
<b>Pension:</b>	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
<b>Probation:</b>	6 months
<b>Working hours and work organisation</b>	35 hours per week Mon - Fri Flexi scheme is implemented
<b>Sick pay</b>	An occupational sick pay scheme is implemented.
<b>Special Absences</b>	5 paid pro rata days in any 12 month period to care for certain dependents 2 days pro rata with pay to get married, to move house, to divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay on occasion of bereavement. Up to 3 months pro rata with pay to care for a close relative with terminal disease
<b>Lifestyle benefits</b>	Access to our wellbeing scheme Flexible working facilities and the ability to work remotely/ work from home if suitable.
<b>Personal Development</b>	If you have professional qualifications and pay annual professional fees to your membership body, we will pay one of these each year to help you stay connected and up to date with the latest information and education from your professional body. We also want all our colleagues to enjoy the benefits of lifelong learning, so if you work with us we will invest in you in this way too!
<b>Disclosure and Barring Service (DBS) Check</b>	Basic Check

