



Job title:	Finance Administrator - Service Charges	Leader of others:	No
Reports to:	Finance Business Partner Housing Services	Contract type:	Permanent
Salary:	£26,533.45 including 1% uplift until the of March 2025	Probation period:	Six Months

Purpose

Knowing what you are here to achieve and how that fits with CCHA's ambitions for the future is critical. The role purpose guides you on what your role is committed to in everything you do.

In this role you will get to work in the Finance Department but also forge a very strong working relationship with colleagues from the Housing Services Department, especially the Service Charge Recovery Partner.

The role will mainly be responsible for service charge calculations and dealing with tenant service charge queries. You will support the Finance and Housing team and will be responsible for all service charge administration.

How your role fits within our team

At CCHA, we are #oneteam because we know that working together creates better outcomes for our customers. We want to highlight how your role fits within our business to get you off to the right start in being part of our #oneteam.

You will be part of our Finance Team reporting to the Finance Business Partner Housing Services but will have daily contact with other team members. You will establish strong links with managers and colleagues to ensure the service we provide demonstrates value to others.

Key Responsibilities

Service Delivery

To be responsible for financial data on Open Accounts software relating to service charge cost centres ensuring all general ledger postings are accurate.

Update the monthly monitoring spreadsheet investigating any significant variances and taking corrective action or escalation if a problem occurs.

To be responsible for the preparation of the annual reconciliations for service charges.

To assist the team with the administration of service charges and rent increase letters.

To aid with the preparation of the monthly management accounts for service charges, assisting with the input of accruals/prepayments and monthly journals including variance analysis for service charge cost centres.



To aid with the preparation of the annual budget for service charges, ensuring any contract variations and any other adjustments are reflected in the costs.

Liaise with the Service Charge Recovery Partner providing any data analysis and resolving any day-to-day queries in a timely manner.

Liaise with the Housing, Development and Assets Team to produce service charge estimates for new schemes, collating and interpreting all legal documentation to ensure service charges are set correctly.

Leadership (Partnerships)

- Providing finance information, guidance and advice to Heads of Service, Managers and other service users.

Skills

We'd like you to bring the following skills to this role. We always aim to create a culture of belonging, so if you have skills which aren't listed below but would be of benefit, we will consider/value these, too, because bringing your unique self to CCHA is what we are about.

- Good time management skills and ability to prioritise workload effectively
 - Preferably have a good understanding or worked in a service charge role
- Drive and ambition with a positive “can do” attitude
- Adaptable, curious and analytical with a keenness to learn, improve and progress
 - Good communication skills both written and verbal, with strong attention to detail
 - Ability to work in a team environment
- Excellent IT skills including excel VLOOKUP's and pivot tables
- These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the organisation.

Our Values

Our values set the standard in how we will work together for the benefit of our customers. We expect you to carry out your key responsibilities through living our values, making it clear what you'll need to do and how you'll go about it to achieve success.

Brave

- Acting bravely in the interest of colleagues and the communities in which we work

Caring

- Showing care for the community, customers and our people

Genuine

- Being genuine and true to our values; working hard to address inequalities

Honest



- Being truthful and honest in communications, showing loyalty, fairness and sincerity

Respectful

- Understanding and engaging effectively with the communities we work with and each other

Trustworthy

- Acting with openness and transparency