



Job title:	Finance Business Partner – Housing Services	Leader of others:	Yes
Reports to:	Head of Finance	Contract type:	14 months maternity cover
Salary:	£45,000 - £48,000	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.

As a Finance Business Partner for Housing Services, you will be an integral part of our Finance team, working closely with key stakeholders within the Housing Services department to provide insightful financial analysis, operational guidance, and decision support. You will have the opportunity to contribute to the financial planning, budgeting, forecasting, and reporting processes, ensuring alignment with organisational goals and objectives. This role offers the chance to make a meaningful impact by driving financial performance, optimising resource allocation, and fostering continuous improvement.

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 manage the rent and service charge process and will line manage two finance assistants who are responsible for the administration of rental income and service charge income, providing operational leadership in line with CCHA's policies and values.

You will form part of the management finance team, where you will provide support to the Head of Finance.

Key Responsibilities

Service Delivery

- Providing expert advice and guidance to internal stakeholders, including housing management teams, finance department, and senior management, on all aspects of rent service charges and housing services
- Preparing rent, service charge and housing services budgets, forecasts, and reconciliations, ensuring alignment with organisational goals and objectives.
- Keeping up to date of changes in legislation, regulations, and best practices related to rent and service charges and ensure compliance with relevant requirements.
- Collaborating with colleagues across departments to identify opportunities for process improvement and innovation in rent and service charge administration and management
- Being responsible for all aspects of income posting, collection and reporting and the management of the sales ledger and reconciliation of debtors on a monthly basis;
- Being responsible for the management of commercial leases and income receivable



- Performing business partnering duties for the Housing Directorate to include e but not limited to Community Halls, Community Regeneration, grant funding, and estates. Act as a trusted advisor to Housing Services managers, providing financial guidance and support to enable informed decision-making.
- Preparing monthly, quarterly, and annual financial reports for internal stakeholders and senior management and conducting variance analysis and providing recommendations for corrective actions as needed.
- Being the budget holder for the rent and estates budget and performing the requisite budget holder duties in accordance with the Association's financial regulations
- Managing and improving information flow/processes between other teams and the finance function
- Liaising with internal and external auditors as necessary, implementing agreed recommendations where required
- Assisting the Head of Finance in the preparation of statutory accounts and other regulatory reporting

Leadership

- Leading and motivating the rent and service charge assistants, providing coaching, training, and development opportunities to enhance their skills and capabilities.
- Being responsible for personal learning and development, direct reports' learning, developing own behaviours and skills, to ensure team members' effective management and leadership.

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.

- CCAB Qualified or Part Qualified
- Proven experience in rent and service charge administration and management
- Strong understanding of financial principles and budgeting processes, with the ability to prepare and monitor budgets and forecasts.
- Excellent communication and interpersonal skills, with the ability to interact effectively with residents, colleagues, and external stakeholders.
- Analytical mindset with the ability to interpret complex data, identify trends, and make data-driven decisions to improve performance.
- Proficiency in financial modelling and advanced proficiency in Microsoft Excel
- Ability to thrive in a fast-paced, dynamic environment and manage multiple priorities effectively.
- Proven leadership skills with the ability to motivate and develop a team
- Focus on driving results and continuous improvement.



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

Key Relationships

We are a community organisation that understands the power of collaboration with our colleagues, our customers and our wider networks. The lists below outline the key internal and external relationships you will manage:

- Corporate Director of Central Services
- Head of Finance
- Head of Housing and Communities
- Housing Manager
- Housing Officers
- Finance colleagues
- Estates Manager
- Operational Management Team
- Tenants, residents and leaseholders
- Other key stakeholders, including elected members and other organisations