

Job Description

Job title	Service Charge Officer
Profession	Finance
Band	F
Directorate	CFO (Finance)
Accountable to	Regional Service Charge Manager

Job Purpose:

The role is responsible for accurately calculating the annual estimation and year-end reconciliation of service charge account charges, in accordance with any legal, regulatory and audit requirements and timescales. Produce service charge account statements, provide information and resolve queries relating to service charges from customers and stakeholders.

The role will provide excellent customer service by taking responsibility for understanding and interpreting complex queries, complaints, and concerns to the point of resolution or appropriate escalation, either over the phone or in writing.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Regional Service Charge Manager, this role will deliver key accountabilities.

Key Accountabilities:

- Accurately plan, calculate, and prepare estimated service charge budgets, for existing schemes and for new-build properties within your designated area, including initial set up and ongoing bill validation for third party utility suppliers.
- Plan and complete the annual reconciliation of service charge accounts against estimated charges, calculating and applying balancing adjustments accurately.
- Produce service charge statements for customers in accordance with any legal, regulatory and audit requirements and timescales.
- Provide a great customer-focused service. Act as a first point of contact for service charge queries from customers and stakeholders, providing understanding and resolutions to complex queries and disputes, either over the phone or in writing.
- Collate and analyse data from various systems, checking for accuracy and completeness, understanding any variances or anomalies.
- Collate meter readings from contractors and customer teams to ensure up to date billing for utilities.
- Develop sound knowledge and understanding of the complex and legislative requirements of service charge and housing management related procedures, processes, and best practice.

- Undertake necessary housekeeping and record keeping of data, reconciliations, checks or controls in accordance with requirements, and provide solutions to overcome problems.
- Ensure any ongoing issues are reviewed and escalated as required, considering what improvements could be made to prevent further occurrences.
- Work collaboratively across the team and with other departments in achieving your goals, ensuring all service level agreements are adhered to and performance measures met.
- Maintain appropriate and clear communication with the team and other departments, ensuring situations are proactively managed to avoid confusion or escalation.
- Review appropriate procedures and processes as required, considering additional improvements which could be introduced.
- Share knowledge across the team, providing training and updates on areas of expertise or to newer members of the team.
- Support the team manager and colleagues with tasks that need to be completed as part of departmental projects. Represent service charges on project teams as required and manage through to completion. Ensure the team is kept updated on progress and actions required.
- Assist with covering tasks during leave and ensuring the correct tasks are prioritised.
- Promote the use of the organisations values and behaviours expectations and demonstrate them throughout your work.
- Establish, develop, and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Strong excel skills as well as high attention to detail.
- Previous experience working within a similar role / housing knowledge.
- Able to plan and prioritise own workload effectively.
- Demonstrable experience in problem-solving and ability to spot opportunities for efficiencies.
- Brings a calm, customer-focused approach.

Desirable

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- Ability to explain complex concepts to others in a clear way.
- Works well in a team, sharing ideas and stepping up to help when needed.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1275	Suzi Lewis	09/2023	09/2023
2.0	4580	Rebranded	05/2026	05/2026