

Job Description

Job title	Service Charge Business Partner
Profession	Finance
Band	D
Directorate	CFO (Finance)
Accountable to	Head of Service Charge Setting and Administration

Job Purpose:

The role is based within the Finance directorate, specifically within the Service Charge function and will enhance the relationship and collaboration between the service charge teams and other stakeholder functions that interact with and support accurate and transparent service charge management in line with legal and regulatory requirements. This includes key areas such as repairs and maintenance, estate services, insurance, building safety, and external managing agents.

Additionally, the role will focus on continuous service improvement for the service charge function. It will review existing processes to ensure they meet business requirements and are future-ready, automation of processes where feasible, making recommendations as needed to maintain efficient and effective systems and processes for service charges administration across all regions within SNG.

Financial responsibility: No financial responsibility

People responsibility: 2 Direct reports

Autonomy:

Within the broad direction set by the Head of Service Charge Setting and Administration, this role will have a high degree of autonomy to partner key stakeholders across the business to gain understanding of the relevant systems, data structures and complexity of service charges.

The role will lead and champion service improvement projects and workshops in collaboration with key stakeholders across SNG to enhance service charge management. It will also aim to resolve long-standing issues within legacy organisations, relating to service charge data, systems and processes.

Key Accountabilities:

- Work closely with the Head of Service Charge Setting and Administration, identify service improvement opportunities across regions, tenures, and services which lead to enhanced data analysis of service charge expenditure and recoverability and other related activities.
- Review existing data coding structure and configurations in legacy service charge systems, making recommendations to support accurate and transparent service charge delivery.
- Analyse service charge data and key performance indicators to identify trends and areas for improvement. Implement strategies to optimise service charge income and effectively address and support service charge under-recovery issues.
- Support continuous improvement initiatives and help identify skill gaps within the service charge teams and recommend initiatives to enhance their capacity and capability for optimal performance. Develop training materials where necessary to improve their understanding and adherence to legal and legislative requirements in service charges.

- Collaborate with service charge teams and other stakeholders to address operational challenges and implement changes for effective teamwork. Proactively support efficient service charge management through involvement in major contract arrangements, including repairs and maintenance, energy, and other insourcing and outsourcing services.
- Develop and maintain documentation for quality improvement in the end-to-end service charge process and support the updating of service charge policies and procedures as needed. Create and implement a standardised service improvement methodology where necessary, including guidance documents for the service charge teams to adopt.
- Facilitate quality improvement meetings with service charge team and relevant stakeholders. Review progress, ensure adherence to new initiatives, address issues that come up and implement corrective actions.
- Monitor and track quality improvement projects on service charges to ensure timely completion and desired outcomes.
- Stay updated with changes in laws, legislation, industry best practices, and emerging trends in service charge management.
- Collaborate closely with the service charge teams, especially regional service charge managers, to model the financial benefits of service improvement initiatives. Regularly support the reporting of these benefits, along with other qualitative benefits.

Leadership

- Manage the team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.
- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the team provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.

General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- 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

- Part or fully Qualified Accountant, ACA, CIMA, ACCA or qualified by experience.
- Skilled in analysing and problem solving to find improvement opportunities and create effective solutions.
- Strong understanding of quality improvement principles, methodologies, frameworks and best practices.
- Strong project management skills, with the ability to prioritise tasks and meet deadlines.
- Strong communication skills, including the ability to translate complex financial information to colleagues, verbally and in writing or through reports.
- Ability to work independently and proactively.
- Demonstrable ability to work collaboratively across teams, demonstrating strong relationship-building and influencing skills.
- Familiar with data management systems and quality improvement tools like process mapping, root cause analysis, and performance dashboards.

Desirable

- Knowledge of service charges and relevant legislation.
- Experience working for a housing organisation or a large and complex organisation.
- Knowledge of housing management and property management systems

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	4666	Gabriel Yeboah	04/03/2025	
2.0	4666	Karen Leach	05/2026	05/2026