

Job Description

Job title	Finance Compliance Manager
Profession	Finance
Band	D
Directorate	CFO (Finance)
Accountable to	Head of Rent Setting and Administration

Job Purpose:

The role will lead a specialist team responsible for ensuring full compliance with rent and service charge legislation, regulatory standards (including the rent standard and the leasehold and freehold reform act 2024), and internal policies across SNG's housing portfolio. Responsible for overseeing the accurate setting, reviewing and communication of rents and service charges, ensuring transparency, affordability and regulatory compliance, while supporting financial viability.

The role will ensure that key processes and procedures are regularly reviewed and updated to reflect changes in regulation and legislation relating to rent and service charges. Responsible for ensuring that processes, systems (including housing management, asset management, and financial general ledger), and associated data are robust and aligned to support the full and accurate recovery of service charge costs.

Financial responsibility: circa £49million per annum (Service Charge Cost Recovery)

People responsibility: 1 Direct report

Autonomy:

Within the broad direction set by the Head of Rent Setting and Administration, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done.

Key Accountabilities:

- Ensure compliance with national rent policy frameworks (EG Rent Standard 2020, RSH requirements) and relevant legislation (Housing Act 1985, Welfare Reform etc).
- Provide support to the Assistant Director - Finance Transactional Services, Head of Rent Setting and Administration and the Head of Service Charge Setting and Administration to shape and ensure SNG's rent and service charge policies are compliant and can be practically implemented.
- Proactively monitor changes in government regulations and approaches and reflect in SNG's policies.
- Own the governance of rent and service charge policies, procedures and controls, ensuring they remain compliant, current, approved, communicated and embedded in operational practice.
- Oversee the annual rent and service charge setting process and annual service charge actuals process including:
 - Review rent calculations in accordance with regulations and internal policies, ensuring rent formulas, affordable rent caps and exemption categories are correctly applied.
 - Review service charge calculations in accordance with regulations and internal policies.

- Collate final rent and service charge data, preparing all mailhouse files, ensuring customers receive their demands within the required timeframes.
- Update the housing management system with the new charges.
- Work with teams across Localities, Specialist Housing, Asset Management and Procurement to ensure accurate and timely setting of service charges and rent for both new and existing schemes and tenants.
- Lead on maintaining and validating robust rent and service charge data held on housing management systems, general ledger, and off system sources (spreadsheets).
- Ensure audit trails and robust checks are in place for rent setting, calculation and customer notifications providing assurance against regulatory and legal scrutiny.
- Identify and manage rent and service charge compliance risks, ensuring material errors, regulatory breaches, weak controls are escalated appropriately, remediation plans are delivered, lessons are learned and repeat failures are prevented.
- Support teams across SNG (e.g. Specialist Housing, Localities) with resolving complex customer queries on rent and service charge calculations.
- Support the Head of Service Charge Setting and Administration and the Head of Rent Setting and Administration with external and internal audits.
- Work closely with the Asset Management and Investment and Development teams to ensure appropriate rent and service charge planning for new build schemes and where tenure types have subsequently changed.
- Own the fair rent compliance framework, ensuring all fair rent accounts are maintained and updated, re-registrations are managed to schedule, successions are correctly monitored and recorded, and fair rent properties being re-let are promptly reclassified and charged in line with the Rent Standard and internal policies.

Leadership

- Manage the report 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 report provides professional, reliable, and responsive services to customers and 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.
- Recruit, manage and motivate employees within the team, ensuring that they are trained in the performance of their duties and appraised of their performance.

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

- Qualified by experience or a qualified accountant with a solid grasp of accounting practices.
- In depth knowledge of UK rent legislation, regulatory frameworks and service charge principles affecting social housing (Eg Rent Standard, Leasehold and Freehold Reform Act 2024).
- A capable leader with a proven ability to develop high-performing teams, consistently maintaining excellent operational standards.
- Thorough understanding of rent setting and service charge processes in a large social housing association.
- Ability to take responsibility and work independently whilst meeting tight organisational deadlines.
- Strong collaborative skills working across multiple teams (Finance and Non-Finance) in a large complex organisation.
- Demonstrable experience with solving data quality issues and improving processes.
- Demonstrable experience with delivering key change initiatives in an organisation.
- Excellent communication skills.
- Experience of working with external and internal auditors.
- Skilled at building and maintaining effective relationships with senior leaders to successfully deliver objectives.
- Knowledge of Microsoft Office applications with excel ranging from intermediate to advanced.

Desirable

- Experience with NEC/Active H housing management systems, Workday or similar finance and housing management systems.
- Previous experience leading a rent setting and/or service charge team in a large housing association.

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	5123	Karen Leach	04/2026	05/2026
2.0				