

Job Description

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

Job Purpose:

The role will manage and coordinate the Regional Service Charges team for the specific Locality/Regional areas in the delivery of the service charge calculations (all tenure types) and annual service charge statements to customers in line with legal and regulatory requirements. The delivery should be a smooth process internally and externally for all involved.

The role will ensure the teams are able to fulfil requirements and that appropriate resource planning is in place. Provide support and guidance and an appropriate level of control within the process and ensure that improvements within the team are well planned, communicated, and executed.

Financial responsibility: circa £15-20 million per annum (annual service charge income budget)

People responsibility: circa 4 - 6 Direct reports

Autonomy:

Within the broad direction set by the Head of Service Charge Setting and Administration, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done, within the parameters of SNG's overarching values, policies and controls.

Key Accountabilities:

- Responsible for setting the annual service charge expenditure and income budget across all tenures within the region.
- Responsible for the annual service charge estimate and final account process, ensuring the risk associated with rechargeable service charges is effectively managed and regulatory time scales are met.
- Work collaboratively with senior managers and teams across the business to support continuous service improvement and deliver excellent customer service to customers across different tenure types ensuring compliance with legal requirements and accurate validation of service charges for customers.
- Manage and maintain the integrity of service charges applications, people, processes, and systems ensuring they are robust and fit for purpose.
- In partnership with the business, develop and maintain a housing management/service charge system to produce estimates & actuals accurately and in accordance with legal requirements.
- Review and approve the certification of annual service charges, documenting the calculation and apportionment process, including the reports and supporting documentation to facilitate the certification.

- Review and publish the annual service charge team timetable and provide regular updates to key stakeholders.
- Produce and analyse regular reports on recoverable repairs and maintenance expenditure, estimated service charge income and ad-hoc reports dependant on business requirements.
- Provide expert advice and insights on service charge, demonstrating a thorough understanding of relevant legislation, case precedents and industry best practices.
- Engage with teams across the business to work collaboratively to continuously improve data, information, and knowledge with the process, and to ensure the business is effectively recovering service delivery costs through service charges.
- Undertake performance monitoring and reporting on the team's performance, including customer satisfaction measures. Use information and trends to positively influence future service. Ensure customer queries are responded in line with service level agreements.
- Report on annual service charge reconciliation, providing information regarding recovery rates, and reasons and values for under-recovery.
- Provide updates to all stakeholders as required regarding services provided.
- 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.
- Update policies and procedures where appropriate and ensure the team have the correct understanding and knowledge of these.

Leadership

- Manage the Regional Service Charge 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. Proactively consider routine and ad-hoc requirements, effectively manage and deliver projects linked to the continuous improvement of the team or its procedures.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Regional Service Charge team provide 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.
- Manage the performance of the teams, through agreeing responsibilities, goal setting, ongoing assessment, and coaching, ensuring their performance supports achievement of business objectives and promotes SNG's values and behaviours.
- Ensure the teams meet all appropriate legal, regulatory and audit requirements. Ensure effective controls and measures are in place to manage this.

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 understanding of accounting practices and concepts including account reconciliations.
- Expertise in service charges, with demonstrable ability to manage both fixed and variable charges in large, complex environments, ideally within a housing context. Strong leadership skills, with a track record of building high-performing teams and ensuring consistently high operational standards. Demonstrable ability of coaching and managing performance.
- Thorough understanding of the Landlord and Tenant Act 1985 (as amended) and other guidance and best practice for service charges.
- Demonstrable ability to manage a wide range of internal stakeholders across a large organisation including Finance, Customer and Property service colleagues.
- Experience liaising with external stakeholders (e.g. auditors, regulators and Ombudsman).
- Ability to take ownership and work independently while meeting tight organizational deadlines.
- Experience in directly engaging with customers, addressing queries, and delivering clear, concise written communication.
- Excellent attention to detail with advanced skills in handling data across spreadsheets and source systems such as Housing Management. Ability to solve complex problems and communicate clearly across all levels.

Desirable

- Knowledge and experience of using housing management and property management systems (e.g. Workday, SUN, Agresso, NEC, Active H or similar).

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	4997	Patrick Wallace	25/07/2025	
2.0	4997	Karen Leach	21/04/2026	05/2026