

### **Job Profile Information: [Leaseholder Revenue Accounts Officer]**

**This supplementary information for [Leaseholder Revenue Accounts Officer] is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level.....3..... Zone.....1..... Camden Way Category .....2.....**

#### **Role Purpose:**

- Preparing/calculating revenue actual and estimated service charges to leaseholders within required timescales.
- Ensuring services charges are constructed in line with procedures accurately and reconciled to the source documentation with a robust audit trail.
- Assist in supporting the budget holder for the (£8 million) HRA power budget.

#### **Example outcomes or objectives that this role will deliver:**

1. Responsible for the preparation of various service charge component costs, including collation/verification of data from numerous sources and liaison with services to resolve queries and establish costs to be recharged.
2. Compiling spread sheets for the calculation of service charge components ensuring data is held in the required format and meets audit requirements.
3. Downloading data from corporate finance systems, reconciling and completing journal transactions where appropriate.
4. Verifying details (descriptions/locations) of works carried out for services such as repairs and grounds maintenance and recharging/apportioning costs appropriately.
5. Investigating/resolving any queries arising from data received escalating to line manager if necessary.
6. Provision of information for First Tier Tribunal/County Court cases and preparation of inspection files when required in line with statutory requirements and Tribunal/Court deadlines.
7. Providing general financial support and assistance to all sections of Leaseholder Services. For example inputting invoices and credit notes, assisting with major reconciliations, assisting with new sales cases, pre –assignment requests, running IT processes etc

**People Management Responsibilities:**

NONE

**Relationships;**

The post holder will have regular contact with officers in customer facing services such as district housing and repairs officers, contractors and with other teams within the finance and IT support functions to verify data and resolve queries to establish costs to be recharged. Frequent liaison with collections and court officers to provide detailed information for legal recovery action will be necessary. The post holder will work with peers/superiors in other service areas to resolve complex queries. Excellent liaison skills and the ability to develop effective working relationships using tact, persuasiveness and sensitivity is a must.

**Work Environment:**

The post is a demanding one, requiring the ability to meet tight deadlines working quickly and accurately. The post holder must have good numeracy and analytical skills responding flexibly to provide detailed reconciliations and analysis of expenditure, critical to the maximisation of income from service charges and used to prepare leaseholder accounts.

The post requires someone who is creative and pro-active in seeking improvements to existing systems. They will bring imaginative/innovative solutions to their line managers and can respond proactively to developments in technology.

**Technical Knowledge and Experience:**

The post holder will need to be able to understand the complexities of service charge calculations and related issues and will be required to undertake a range of activities in what is a specialist function.

The post requires a sound understanding of financial controls and accounting systems; sound knowledge of leasehold accounting and the surrounding legislation; excellent IT skills in particular Excel spread sheets is essential.

## **Camden Way Five Ways of Working**

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden – Builds ongoing relationships with Customers to understand their needs and priorities. Acting on feedback (either external or internal).
- Work as one team - Is respectful and responsive to colleagues understanding the implications of their actions on others; works constructively with colleagues across the organisation and partners
- Take pride in getting it right - Gathers relevant information to assess problems considering different viewpoints based around getting it right for the customer.
- Find better ways – Focuses on agreed priorities and works towards delivering outcomes; is open to change
- Take personal responsibility – Acts with confidence within their role and communicates clearly to others.

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

## Chart Structure

