

Role profile

Job Title:	Rents and Service Charge Manager	Grade:	14
Department:	Landlord Services	Post no.:	68654
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Head of Housing Income and Leasehold Services
Direct reports:	Team Leader and Service Charge Accountant
Indirect reports:	Service Charge Collection Officers, Senior Legal Officer,

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

To provide operational management and performance oversight of the Council's rent and service charge function, ensuring:

- Full compliance with the Regulator of Housing (RSH) Rent Standard
- Full compliance with Landlord and Tenant Act 1985 & 1987
- Delivery of a high-performing, and customer focused service
- Strong financial control and income maximisation within the HRA

The postholder will lead a multi-disciplinary team, embedding a culture of high performance, driving continuous improvement to ensure services are delivered in an efficient, compliant, and resident focused manner.

Key accountabilities

1. To manage the annual rent- setting process in line with RSH rent standard.

2. To ensure the correct application of rent policy across all rent types in the council's housing stock.
3. To manage the service charge setting process for both council tenants and leaseholders.
4. Provide the assurance that rent and service charge decisions are appropriately compliant, auditable, and valid.
5. Ensure all service charges are legally compliant to mitigate the risk of non-recovery costs.
6. To ensure that rent and service charges for new developments for both tenants and leaseholders are correctly set and that the service works in partnership with the Development team in relation to new developments.
7. Support continuous improvement and digital transformation to enhance system automation and data quality.
8. Ensure residents get clear, transparent, and accessible information about rent and service charge changes.
9. To ensure that service charge disputes are resolved in an efficient and appropriate manner.
10. To be responsible for the recruitment, induction, supervision, and development of the team.
11. Ensure that the management of absence, poor performance, disciplinary, and grievance cases are addressed in line with Council policy.
12. Responsible for ensuring that all staff receive a monthly 1-1 and annual appraisal and that regular service meetings are held.
13. To develop and manage a service plan for the team which considers the needs of our council residents.
14. To monitor and review performance and ensure that appropriate actions are

taken to meet agreed targets.

15. To ensure that stage 1 and 2 complaints are responded to within the timescales set, and that the responses fully address any issues raised.
16. To ensure that Members Enquiries are responded to promptly and any Freedom of Information or Subject Access Request are responded to within agreed period set.
17. To be responsible for the arrears collection of council leasehold service charges ensuring that the service fully utilises the capabilities of its analytical and arrears management software.
18. To ensure resident/owner status including online check with Land Registry are carried out within guidelines and acted upon with others.
19. To support the review and development of policies and procedures as required by the Head of Service.
20. To attend and represent the Council at the First-Tie Tribunal (Property Chamber) to provide evidence for the council.
21. To be responsible for effective monthly budget income and expenditure monitoring and forecasting.
22. To establish good and effective external working relationships with internal partners and external stakeholders.
23. To ensure that the service staff are fully trained to deliver a high-level customer focused service.
24. To ensure that leaseholder disputes are resolved in an efficient and appropriate manner.
25. Keep up to date with current relevant legislations and regulation for the effective management of the service.
26. To ensure that service performance is properly monitored and managed and risk is flagged at the appropriate level.

Key performance indicators

- Leaseholder collection rate
- Compliance with the rent standard
- Monthly staff 1:1 and annual appraisals are carried out as required.
- Service charges are correctly applied to tenants and leaseholders.
- Calculation of service charges and final account reconciliation in accordance with statutory, legal, and contractual obligations.

Key relationships (internal and external)

- Heads of Service
- Operation Managers
- Development team
- Housing Management teams
- External contractors
- Internal departments including the Benefits service
- External organisations including DWP
- Residents
- Members
- Housing and Energy Ombudsman
- Internal and External Auditors
- All relevant partner organisations for whom and with whom the council does business, including other local authorities

Authority level

- Rental Income budget setting
- Service charge Income circa £20M annually.
- Expenditure approval within delegated authority

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Detailed knowledge of RSH Rent standard and Landlord and Tenant Act 1985 & 1987 within a Local Authority or housing environment **
2. Good working knowledge of Leasehold Management
3. Good working knowledge of legislation and contractual requirements for service charge setting and collection for various tenures – leasehold, social, shared ownership, and freehold.
4. Rent setting within a Local Authority or housing provider **
5. Strong financial and analytical skills capability
6. Ability to interpret and apply complex legislation at an operational level.
7. Proven ability to lead and motivate teams **
8. Strong performance and management skills **
9. Ability to explain complex charging structures clearly **
10. Strong stakeholder management skills including members **
11. Good knowledge of financial management and ability to extract and manipulate complex financial information. **
12. Excellent communication and presentation skills, and ability to present complex financial issues to non-finance people and influence at all levels. **

13. Ability to prioritise, make decisions and provide clear leadership for staff, including the establishment and maintenance of a performance management culture that supports continuous improvement.
14. Ability to motivate, enthuse and mentor individuals, teams and create a positive culture and attitude based on customer excellence, and experience of influencing a diverse range of indirect line reports.
15. Ability to lead by example, sharing knowledge and experience with colleagues to guide their development.
16. Ability to influence and negotiate with stakeholders, maintaining constructive relationships.
17. Ability to exercise judgement within constrained timescales and resources in the light of competing pressures.
18. A track record of identifying, initiating, and implementing service improvements and innovative solutions to problems and ability to champion service developments, gaining commitment and input from colleagues. **
19. A track record of working to and meeting statutory and corporate deadlines and targets.
20. Excellent IT skills and advanced knowledge of MS Excel with the ability to develop complex spreadsheets and financial models. **
21. Practical experience of successfully completing the leasehold final accounts and estimates accurately and within the statutory deadline.

Essential qualification(s) and experience

- Experience of service charge allocation, calculation and reconciliation **

- Experience of rent and service charge setting for mixed tenure new developments. **
- Experience managing teams and delivering high performance and customer service. **
- Experience of handling complex disputes and or tribunal cases **
- Experience of delivering service improvement and transformation
- Robust, current knowledge and experience of service charge legislation and recharging of services using best practices.
- Experience working within a housing environment.
- Experience of budget, income and expenditure monitoring, and statistical analysis.
- Experience using financial and housing systems and advanced knowledge and experience of spreadsheet packages. **
- Experience providing effective working relationships with service areas. **

Desirable qualification(s) and experience

Professional qualification or working towards any of the following or equivalent.

- Membership - The Property Institute (TPI)
- (AssocRICS) - Royal Institute of Chartered Surveyors (RICS)
- (CIHM) - Membership Chartered Institute of Housing (CIH)

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

