

## JOB DESCRIPTION

<b>POST TITLE:</b>	Heat Metering Service Charge Officer
<b>GRADE:</b>	8
<b>DIVISION / UNIT:</b>	Homeownership Services
<b>DEPARTMENT:</b>	Finance and Governance
<b>REPORTS TO:</b>	Revenue Service Charge Manager

### PURPOSE OF THE JOB

To deliver excellent professional and specialist services to homeowners and their representatives in line with the Council's vision, values, resources, strategic and service priorities.

Responsible for constructing accurate and timely accounts and estimates for revenue heating service charges for homeowners, and for calculating the metered heating charges for tenants, a growing portfolio of properties served by heat meters, in a correct, open and transparent manner in accordance with the required industry and professional standards.

Responsible for carrying out appropriate statutory consultation with leaseholders recognised tenants' associations and applicants on qualifying long term agreements and qualifying revenue work in accordance with relevant legislation and good practice to secure the service charge recovery.

To be the first point of contact for the Council in respect of charge construction queries for metered heating charges. Liaising as appropriate with central government, other local authorities and their associations, the courts, tribunals and professional bodies, representing the council's interests and ensuring, as far as possible, that the Council's position is reflected in pertinent legislation or best practice guides.

Be responsible for responding to customers enquiries and complaints relating to the construction of revenue service charges. To investigate queries, make recommendations on adjustments and reply to correspondence.

Be responsible for meeting individual and team targets in the delivery of the Homeownership service as agreed as part of the performance appraisal process. Managing and taking ownership of a demanding and varied case load with flexibility to ensure the effective operation of the team overall.

To continually improve the customer and stakeholder experience and the overall quality of all the interactions a customer has with the business unit with a view to always improving and evolving. Working with MySouthwark Homeowners to address areas of dissatisfaction and referring cases where there is a third party issue that requires investigation.

## PRINCIPAL ACCOUNTABILITIES

1. To contribute to the running of the Service Charge Construction Team reporting to the Revenue Service Charge Manager on all matters relating to the calculation of revenue service charges.
2. To understand and ensure compliance with statute, leases, fiduciary duties, and internal procedures. Also construct financial/IT related procedures.
3. Assist the Revenue Service Charge Manager in the production of accurate, complete, and timely estimates for service charges to leaseholders and freeholders for the costs of providing services, repairs, maintenance, insurance, ground rent etc, is in accordance with their lease contract or deed of transfer
4. Assist the Revenue Service Charge Manager in the production of accurate, complete, and timely actual costs for service charges to leaseholders and freeholders for the costs of providing services, repairs, maintenance, insurance, ground rent etc, is in accordance with their lease contract or deed of covenant
5. To ensure that the extraction/collection of recharges to leaseholders and freeholders for the costs of providing services, repairs, maintenance, insurance, ground rent etc, in accordance with their lease contract or deed of transfer
6. To reconcile block and estate costs totals to source data (including general ledger cost totals.) and adjustments. To check and validate apportioned costs
7. To review costs areas for adequacy, book of records. This puts the post holder in the position of reviewing the budget control (budget and out turn) of many managers at detail level and involves communication at that level.
8. To liaise with service providers to identify when statutory notices are required.
9. Responsible for the service of appropriate statutory notices within the set time scales, according to procedure for qualifying revenue work on both leaseholders and Recognised Tenants Associations. To respond to all observations raised and maintaining a log of observations and replies for information purposes.
10. Assist in the service of appropriate statutory notices to all leaseholders within the set time scales, according to procedure for qualifying long term agreements on both leaseholders and Recognised Tenants Associations, ensuring that the council will be able to collect the resultant service charge. To respond to all observations raised and maintaining a log of observations and replies for information purposes
11. Assist with applications for dispensations to the First Tier Tribunal for both qualifying work and qualifying long term agreements where appropriate.

12. Respond to queries both written and verbal to a high standard and within the Council's code of practice. To assist in answering members' enquiries, formal complaints, freedom of information requests and data access requests in a timely and proficient manner
13. To keep updated all the databases and records for the team to maintain complete and accurate dwelling specific service charge information – e.g. ground rent, Insurance, lease type, ownership details etc.
14. To assist in the maintenance of the service charge module and fix asset register including the dwelling/block/estate structure.
15. To maintain appropriate relationships with other departments of the council, external agencies and the community, and to develop joint initiatives where these add value to service delivery. To liaise where necessary with other departments, sections and outside agencies, including solicitors. To act in the council's best interests at all times, whilst ensuring the services provided are in accordance with legislation, policy, procedure and the principles of best value.
16. To represent Home Ownership Services at consultation and other meetings with homeowners, tenants and consultants concerning proposed qualifying long term agreements. To represent Home Ownership Services at Home Owners Council and other consultative bodies as necessary
17. To work to targets agreed with the Revenue Service Charge Manager. To work with flexibility to ensure effective operation of the group.
18. Development of active strategies for areas of work which engage and deliver homeowners priorities across the borough.
19. To provide the general financial support and assistance to all sections of the HOS as required (for e.g. inputting invoices and credit notes, assisting with major reconciliation's, assisting with new sales cases, pre assignment request, running IT processes). To provide a support to the revenue arrears and other teams justifying services charges
20. To take responsibility for the accuracy completeness and control of projects assigned by accountants in the team. Ensure that all work is backed up and secure and is properly evidence and recorded.
21. To work as a member of the team covering all aspect of service charge construction and justification and do general administrative duties.
22. Maintain knowledge of and compliance with the councils policy regarding equality of opportunity, health and safety, and other performance requirements.
23. To undertake other duties commensurate with the general level of responsibility of the post.

*Note:*

*The duties as listed above are not set out in order of priority, and other tasks commensurate with the grade of the post may be required of the post holder.*

## JOB CONTEXT / REPORTING to :

### Contacts

1. Close liaison with officers and managers within Homeownership Services, Exchequer Services and other directorates.
2. Liaison with officers from other departments and suppliers such as Housing and Modernisation, Environmental Services, Legal, Procurement, Audit (internal and external), contractors and managing agents.
3. Liaison with other local authorities, housing associations, private sector bodies, government and other external agencies.
4. Liaison required with local MPs, Ward Councillors, and resident representatives regarding the provision of services.

### Financial Management

1. Calculate prepare and secure framework for recovery of revenue billing targets.
2. Maintain a scheme of delegation and compliance with the Councils standing orders and financial regulations.
3. Maximising income through the identification and calculation of revenue service charges, application of lease terms and legal precedent, and undertaking of statutory consultation, including the development of related IS/IT systems and financial management procedures

### Customer Focus

1. Right first time service delivery.
2. Can do attitude and demonstrable ownership and responsibility.
3. Passion, drive and commitment.
4. Service delivery which is focussed on the customer and shaped by putting yourself in the customer's shoes.
5. Strong communication skills and ability to communicate in a range of formats.
6. Strong commitment to corporate working, team working and joint working with internal and external stakeholders.
7. Flexible attitude, always prepared to go the extra mile.

## Grade/Conditions of Service

Contractual hours: 36 hours, Monday to Friday

The conditions of service for this post will be in accordance with the National joint Council for Local Authorities Administrative, Professional, Technical and Clerical Services, enhanced by Council conditions.

### Special Conditions of Service

1. To acquire a thorough understanding of the Council's Equal Opportunities Policy and demonstrate through actions a proper commitment to its application.
2. The post holder on occasions will be required to work outside normal office hours and at weekends

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

