

Service Charge Officer

Reports to: Rent & Service Charge Manager

The part I play at Flagship Group to help solve the housing crisis is:

I provide a quality, professional, compliant, and comprehensive service charge process. I ensure service charges are fair, transparent and deliver value for money for both customers and Flagship. My main responsibilities are to deal with service charge queries from internal and external customers.

I review service charges costs for accuracy, liaising with the Purchase Ledger Team and Finance Business Partners as required to ensure accuracy and completeness. I prepare service charge budgets annually, reconciling actual costs for all properties with a variable service charge and issue year end statement of accounts, complying with agreements, leases and current legislation. Other responsibility includes providing guidance to the Development Team in relation to services provided on schemes.

My skills and experience include:

I have excellent computer literacy, particularly Excel and can communicate effectively and work as part of a team or project. I have a working knowledge of a Housing Management System, knowledge of Service Charge rules and regulations and knowledge of accounting systems.

I am either AAT qualified or equivalent (desired) or AAT part qualified or equivalent (Essential).

The skills I will develop include:

Continued personal and professional development utilising Flagship Groups own Academy. Enhancement of my existing administration and collaboration skills. Understanding and implementation of continuous improvement methodology and a deepening of my understanding of compliance and best practice relating to Service Charges and the wider Housing Industry.

Flagship Group Values:

