

Rent and Service Charge Manager

Reports to: Finance Manager - Rent and Service Charge

The part I play at Bromford Flagship to enable people to thrive is:

to manage Flagship's rent setting and service charge function and team within the wider finance function with lead responsibility for ensuring tenant charges are fair, accurate, consistent, and compliant with policy and Regulation. I help to shape Flagship's group service charge and rent setting strategy and lead on the continuous improvement of systems, data and processes to improve both customer service and recovery. I provide leadership and guidance to the rent setting and service charge team and support individual professional and personal development. I'm the lead for Finance in the annual rent setting process and look to review, monitor and improve our understanding of the gap between service charge income and service charge costs. I maintain good working relationships with internal stakeholders across the Development, Assets, Housing, Finance and IT teams, working collaboratively to ensure that customer service and value for money are core to decision making.

My skills and experience include:

Extensive experience of managing a team of finance professionals within a dynamic operational business. Experience of the Housing sector, including rents & service charge setting within a regulatory environment. I have knowledge of using computerised financial accounting systems and of reconciliation of data transferred between systems. I have the ability to implement and improve financial systems and processes, to relentlessly improve performance.

The required qualifications for my role are: a relevant professional qualifications (AAT qualified or qualified/part qualified accountant with ACA, ACCA, CIMA, ICAEW or similar), or with relevant experience. I have excellent computer literacy, particularly Excel.

The skills I will develop include:

Ongoing personal and professional development as required and maintaining key technical knowledge around the Rent Standard and relevant Service Charge regulation and best practice. I will learn about the work of all departments within the Flagship Group including the Housing and Repairs teams.

