

Job title: Regional Service Charge Manager

Line manager: Assistant Director of Service Charges

Grade (if applicable):

Direct reports: Service Charge Officers



Role purpose:

You will be responsible for setting, reviewing and issuing service charge accounts for social tenants, homeowners and commercial customers for your region. You will ensure your team delivers accurate and transparent charges with full recovery of eligible costs for each tenure type. You will be a resident focused individual with the ability to promote successful relationships with internal colleagues and our residents and service users within your region.

Key results:

- Develop and lead a high performing regional team. Use your leaderships skills and experience to coach for performance through change and foster a culture of continual learning whilst putting the residents in your region at the heart of the service.
- Provide expert advice and guidance on all matters relating to service charge management for your region and have an understanding of legislation, case law and best practice guidance.
- Oversee the preparation of the service charge budgets for your region and work collaboratively with stakeholders across the business to ensure accuracy of data. Ensure charges are set in accordance with leases and tenancy agreements.
- Oversee the monitoring of service charge costs for your region and the production of accurate year end accounts. Work with external auditors to resolve queries in your region.
- Develop and maintain relations with key resident groups in your region and foster open and transparent relationships where the resident voice is used to improve the service. Ensure resident satisfaction with responses to queries meets targets for your region. Demonstrate the values of Peabody in all interactions.
- Lead on an area of specialism and work closely with the other Regional Service Charge Managers to ensure consistency across all regions.
- Be accountable for ensuring that sinking funds in your region are accurate and kept up to date. Ensure sinking fund charges reflect the long-term costs of maintaining the building/estate.
- Work collaboratively with development to ensure that service charge budgets for new sites within your region are accurate and transparent but reflect the true cost of the services.
- Work closely with Finance colleagues and the other Regional Service Charge Managers to ensure strong collaboration in the delivery of services to residents.
- Represent the organisation at the First Tier Tribunal on service charge legal cases.
- To deputise for the Assistant Director of Service Charges as required.

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Success metrics:

- Service Charge accounts for your region are accurate and timely. Measurements show a year on year improvement in the accuracy of budget setting.
- Resident satisfaction with the transparency and understanding of their service charges in your region demonstrates continual improvement. Resident feedback is used to make improvements.
- The number of queries and complaints in your region show a year on year reduction and the satisfaction with the handling of the queries shows continual improvement.
- The gap between income and expenditure on service charges within your region is minimal and explainable.
- Your regional team are professional, highly skilled and knowledgeable and they demonstrate the values of the organisation in all their interactions.
- Sinking Funds in your region are sufficient to cover the planned and cyclical works programmes without the requirement for homeowners to contribute additional sums.
- Residents moving in to new homes in your region are clear on their service charge commitments and cost increases are in line with contract costs.

About you:

You will be:

- A service charge specialist who can demonstrate the ability to successfully deliver fixed and variable service charges in a large complex environment.
- An excellent communicator with the ability to interpret complex matters to a wide variety of audiences including residents, regional colleagues and Directors.
- An experienced leader who can demonstrate their skill at developing a high performing team and leading through change.

You will have:

- A thorough understanding of S18 – 30 Landlord & Tenant Act 1985 (as amended), RICS Service Charge Residential Management Code and other best practice.
- The ability to understand and interpret residential leases, commercial leases and tenancy agreements.
- IRPM qualification (desirable)

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- Ability to work flexibly to meet the needs of our homeowners. Occasional weekend or evening work may be required.

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