



Job Description and Person Specification

Job details

Job title: Housing Finance Officer
Grade: Grade NNCBAND04 NNCSCP18-21
Reports to: Senior Housing Finance Officer
Responsible for: 1st Class Customer Housing Finance Services,
Directorate and Service area: Adults, Health Partnerships and Housing – Housing Services

Purpose of the job

Reporting to the Senior Housing Finance Officer the post holder will provide financial and account support to the Housing Service.

The post holder will be part of the team offering a first class customer focussed service administering tasks associated with income and expenditure of the Housing Revenue Account and which supports and manages transactions on all current, former, garage, sub and leasehold accounts.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post is part of the Housing Services Team, and the post holder will deputise for other officers in their absence.

Principal responsibilities

1. Role Responsibilities

The post holder will be expected to:

Ensure a consistent, customer focused service is delivered to all the councils' tenants and leaseholders by responding to contact requests and enquires with accurate advice, support, guidance and assistance in a timely manner to help them make informed choices about issues or concerns they raise.

2. Account Management

The post holder will be expected to:

Undertake a range of tasks including:

Create new or maintain and amend existing direct debit instructions and processing the monthly direct debit/BACS payment files in readiness for the Senior Housing Finance Officer to review, confirm and submit to BACS.

Liaise with banks when necessary to resolve Direct Debit issues affecting specific accounts.

Confirming any changes to DD's in writing to tenants within the set deadlines.

Review credits/debits on the rent system, and process as required ensuring sufficient authority for transactions are obtained.

Add rechargeable costs to accounts.

Produce, analysing and completing a range of reconciliations and reports on a weekly or monthly basis for various housing and corporate financial systems.

Utilise the ERP computerised accounts package to place orders for goods and services and processing invoices.

Raise requisitions and process invoices and payments to external agencies and individuals.

Assist the team leader with the financial year end process.

Maintain accurate records/databases relating to housing finance to satisfy audit requirements and demonstrate good financial control.

Open and close rent and sundry accounts, maintain suspense accounts and post amendments to accounts as necessary, ensuring computerised records are updated to reflect work carried out.

Check the dates match and end to co-inside with tenancy change dates for voids in relation to Council Tax bills before arranging payment.

Undertake Mail merges for repair recharge invoices, annual leasehold and rent increase letters.

Process refunds within set deadlines, ensuring all necessary checks are made beforehand with other departments and creditor accounts are set up on ERP.

Review unpaid cheques and Direct Debits and make the necessary adjustments and accompanying notes to accounts.

Monitor and record all post including correspondence whether electronic or in paper format ensuring it is directed to the appropriate officer

To ensure prompt administration of the team e-mail in-box

To provide office telephone cover for the Team and take payments for accounts.

3. Performance Management and Service Improvement

The post holder will be expected to

Assist the Senior Housing Finance Officer to review existing and create new procedures, ensuring compliance with statutory or regulatory requirements which reflects good practice

Produce, provide, collate a range of performance information and data to analyse and monitor individual and team performance

Be responsible for continuous service improvement and improved customer satisfaction levels by delivering on identified priorities in the housing service and transformation plans or projects.

Ensure a consistent, customer focused service is delivered to all the councils' customers by responding to contact requests and enquires with accurate advice and assistance in a timely manner.

3. Team Working and Relationships

The post holder will be expected to

Make a positive contribution to the Housing Service by active involvement in meetings.

Ensure the service area has a strong and effective relationship with other services within the organisation in line with the councils' cultures and values.

Make a positive contribution to the Housing Service team, sharing skills, coaching and training staff to enable the whole team reaches its targets

4. Key Relationships

Internally: Housing and Sheltered teams, Property Service team, Allocation and Solutions teams, Adult Social Care, Legal Services, Elected Members, Head of Housing, Income services Manager and other colleagues and managers from across the council.

Externally: A limited network of contacts from within the public, private, voluntary sectors at local levels including customers, stakeholders, RSL's charities, tenants groups/ forums and resident associations.

5. Key Accountabilities

The post holder will be accountable for:

The compilation of data required for key performance reports.

Administering the correct charges to all accounts.

Proactively identify and report any area of financial loss and risk and reputational damage by ensuring that lines of accountability are clear and well understood across the team.

Representing or deputising for the Senior Finance Officer as required.

6. Miscellaneous Requirements

Any other corporate duties as reasonably required, including but not limited to briefing members, attending formal meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the authority.

Maintain a working knowledge of computer software appropriate to the duties and responsibilities.

Maintain a working and up to date knowledge of current financial legislation and current accounting practices and provide guidance to ensure the Housing Revenue Account operates within current government guidelines and legislation to maximise opportunities for continued service improvement.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to GCSE level Standard (min 3) Hold a relevant housing qualification (CIH Level 2/3 Diploma or equivalent) or show an equivalent capability.	CERTCIH – Membership
Experience and Knowledge	Experience of working with a local authority or registered provider or a similar role. Experience of working in a finance/ income related service Knowledge of the housing legislation, regulation and case law Experience of managing and prioritising own workload often without regular supervision.	Experience of working effectively in partnership with a range of stakeholders.
Ability and Skills	Customer focussed and solution driven Effective team working skills to achieve positive outcomes for tenants and leaseholders. Excellent interviewing and negotiation skills to achieve solution-focused outcomes Ability to explain complex matters clearly to customers and colleagues	

Attributes	Essential criteria	Desirable criteria
	Able to produce clear, concise, and persuasive written letters Ability to be proactive and use initiative to drive forward improvements within the team and across the service Excellent IT and keyboard skills Excellent communication skills over several disciplines Ability to successfully operate in a multi-disciplinary and multi-functional environment Personal Qualities: Friendly Enthusiastic Trustworthy Motivated Hardworking	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Willing to work outside normal office hours as necessary This post may be subject to a DBS check	