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**Job Description**

**Service Charges Officer**

**My job improves the quality of life for the people of Bournemouth, Christchurch & Poole Council by…**

Helping to provide safe, secure and sustainable homes for council tenants thereby enabling opportunities for people to live well by providing a comprehensive service charge service to tenants.

**Role Profile** HOU008

**Service/Team** BCP Homes

**Reports to** Service Charges Officer     
**Number of posts**  1

**Post number**  101133

**Career Grade Band H**

To be responsible for maximising income through the effective calculation of service charges for tenants, shared owners and leaseholders. Assist in the preparation of service charge accounts and statements for the Council’s leasehold and shared ownership properties. Dealing with queries from tenants and shared owners regarding the calculation of service charges. Dealing with feedback from tenants, shared owners and leaseholders regarding the level and standard of services provided.

**Key responsibilities**

* To gather information regarding costs from other teams, external contractors and utility suppliers and ensure that these costs are accurately recorded in preparation for service charge calculations.
* To assist the Senior Leasehold Services Officer in the calculation of service charges for tenants, shared owners and leaseholders.
* To assist the Senior Leasehold Services Officer in the preparation of estimates and final accounts for shared owners and leaseholders.
* To deal with complaints and queries from tenants and shared owners, and those acting on their behalf, regarding the calculation of service charges and quality of service provided.
* To work with housing management staff, other teams and external contractors to resolve complaints and queries regarding the level of service provided.
* To assist the Neighbourhood Inspections Officer to complete regular inspections of external and internal communal areas to ensure that these are maintained satisfactorily and that health and safety issues are dealt with.
* To work with the Housing Neighbourhood Inspections Officer to ensure the effective management and upkeep of communal areas and to develop solutions to issues.
* To work with the Housing Neighbourhood Inspections Officer and residents to develop policies and procedures regarding the management of communal areas.
* To help monitor satisfaction with the level of service provided and work to ensure that value for money services are provided.
* To ensure that services are procured in accordance with Council policies and procedures.
* Any other duties reasonably commensurate with the post.

**Specific Qualifications and Experience**

## Experience of working with tenants to obtain their co-operation to resolve disputes.

* High degree of numeracy and proven ability to complete financial calculations.
* Advanced Excel Skills

## Personal Qualities & Attributes

* Able to build and maintain positive working relationships with customers, colleagues and external agencies.
* Excellent verbal and written communication skills.
* Commitment to providing high levels of customer care.
* Keen to acquire new skills and knowledge.
* Ability to negotiate, influence, resolve conflict and deal with contentious issues appropriately and effectively to achieve required outcomes.

**Job requirements**

* Must have an appropriate DBS check.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Some work outside of normal working hours may be required.