



## Job Description

<b>Post:</b>	Senior Finance Officer – Rents (Reconciliations)
<b>Directorate:</b>	Finance
<b>Team:</b>	Rent & Service Charge Accounting
<b>Grade:</b>	SO2
<b>Responsible to:</b>	Rent Accountant
<b>Responsible for:</b>	N/A

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### Purpose of Job

The Senior Finance Officer Rents (Reconciliations) will ensure the delivery of an efficient and effective finance service to the Poplar HARCA business, its suppliers and customers, by supporting the analysis, accounting, and reconciliation activities that inform rent charges for all tenure types. The prime objective of this role is to deliver the transaction processing and book-keeping for this service.

### Main Duties and Responsibilities

- Analyse the general ledger, and categorise and apportion costs to prepare rent charges, statements and budgets for all Poplar HARCA tenures.
- Partner with the Group Financial Controller and the Service Charge Accountant to deliver the annual rent and service charge increase process to the required quality standards and timetable.
- Undertake complex reconciliations of rent accounts including engaging with external managing agents as necessary to ensure consistent records.
- Analyse rent accounts alerting the housing teams to material variances for resolution.
- Raise rechargeable invoices for tenants and others as necessary.
- Prepare and process Housing Benefit files to and from the council and upload data to the Poplar HARCA systems ensuring this is accurately conducted.
- Work with customers, the housing department, and the council to resolve Housing Benefit & tenant queries.
- Act as the single point of contact for the LBTH Housing Benefit department processing payment routines, resolving errors, and ensuring that the file sharing processes are as efficient and effective as possible.
- Administer the Allpay system: downloading transactions, preparing and importing journals, reconciling records; work with Allpay and customers to resolve payment queries and problems with swipe card and direct debit enquiries.

- Oversee and check for accuracy the processing of receipts from LBTH, Allpay and other external payment sources onto the rent accounting system.
- Administer the Tenants and Leaseholders Bank Standing Order and Direct Debit payments.
- Coordinate with DWP and resolve any DSS payment queries.
- Support the housing teams to resolve rent account queries; ensure journals are posted as necessary to correct any errors or changes identified during the validation process.
- Work with the housing managers to ensure that rent accounts accurately reflect the commencement and termination of tenancies.
- Work with external providers and with the Systems Accountant as necessary to maintain and develop the various payment systems (Direct Debit, Allpay, Callpay etc) and to ensure efficient processing between the external systems and the Poplar HARCA systems.
- Undertake the book-keeping and transaction processing functions necessary for rent accounting.
- Review and process rent adjustments and clear suspense accounts as directed.
- Maintain an accurate database of batches posted.
- Validate data and cleanse data records as directed.
- Write new and update existing procedures for own areas of responsibility.
- Comply with Poplar HARCA's Financial Regulations and advise customers accordingly and as appropriate.

#### **Policy, Practice & Continuous Improvement**

- Ensure compliance with the Poplar HARCA Rent policy and operating procedures.
- Handle and protect confidential and sensitive data with integrity and comply with the data protection act at all times.

#### **Team Working**

- Work with the finance team to ensure the effective and efficient resourcing, work flow management, and performance management of the finance function.
- Deputise for Finance Officers as necessary to ensure continuation of services to customers.

#### **General**

- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.

## Person Specification

**Post:** Senior Finance Officer

**Grade:** SO2

**Team:** Rent & Service Charge Accounting

**Directorate:** Finance

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	<ul style="list-style-type: none"> <li>a. AAT , BTEC in Business Studies, Finance or Equivalent and/or 2-3 years directly relevant experience</li> <li>b. Mathematics and English to at least GCSE level</li> </ul>
2. Skills	<ul style="list-style-type: none"> <li>a. Methodical and accurate approach to work, adept at designing and maintaining financial controls.</li> <li>b. Ability to plan and organise work to provide excellent customer service and comply with deadlines.</li> <li>c. Highly numerate with advanced excel skills.</li> <li>d. Substantial experience of operating financial IT systems – preferably in the social housing sector.</li> <li>e. Strong customer service skills.</li> </ul>
3. Experience	<ul style="list-style-type: none"> <li>a. Experience in rent or service charge accounting in the sector (desirable).</li> <li>b. Partnering effectively and providing sound financial advice to non-financial staff.</li> </ul>
4. Knowledge	<ul style="list-style-type: none"> <li>a. Knowledge of rent and service charge accounting and statutory frameworks (desirable).</li> <li>b. Expert in collating and analysing data from multiple sources including from financial systems</li> <li>c. Comprehensive knowledge of accounting concepts</li> </ul>
5. Key Competencies	<ul style="list-style-type: none"> <li>a. Putting others first</li> <li>b. Achieving Results</li> <li>c. Open to change</li> <li>d. Informed and informing</li> <li>e. Personal Progress</li> <li>f. Partnership Working</li> <li>g. Problem Solving</li> </ul>