Role profile

**Rent & Service Charge Specialist.**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Finance |
| **Reports to** | Housing Finance Manager |
| **Job family** | Professional and Technical |
| **Grade** | I |
| **Political restricted?** | N |
| **DBS required?** | N |
| **Date** | August 2025 |
| **JE Code** | JE2210 |

Key deliverables

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| **1** | To lead on Rent Setting for Social Housing Tenants including Shared Ownership, temporary accommodation, and other tenant categories, ensuring full compliance with government rent setting policies, lease agreements and directions from the Regulator of Social Housing, such as the Rent Standard. |
| **2** | To maintain an operational rents model showing current and projected rents circa £64.5m for the next 5 years and maintain the NEC Housing Management System in a timely and accurate matter at all times. |
| **3** | To lead and prepare all Service Charge estimates across all tenures and issue accurate and complete service charge estimates for Leaseholders before the commencement of the service charge year. |
| **4** | To lead on and complete the actual service charge process, including the issuing of annual certified service charge certificates and statement of affairs for Leaseholders. To complete the review of previous years variable service charges for the Social Housing Tenants. To identify any deficits / surplus to be applied to future years rent and service charges. To be the point of contact and to assist internal and external auditors with any audits. |
| **5** | To administer and maintain sinking funds and reserve funds for both Social Housing Tenants and Leaseholder schemes and complete the necessary balance sheet adjustments as necessary. |
| **6** | To act as a business partner and work with Assets, Regeneration & Development colleagues in the design and acquisition of new properties with the focus on designing out items of expenditure which may fall as service chargeable, or impact on the setting of social affordable rents. |
| **7** | To actively promote Tenant and Leaseholder engagement around the service delivery and standards of services where the service is funded by way of service charges. Provide clear and easy to understand details of costs to Tenant Groups to aid their understanding and promote good decision making in compliance with the regulatory standards. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Can demonstrate extensive experience of rents and service charge accountancy for social housing, including S20 consultations for Major Works recovery. It would be desirable, but not essential for the post holder to also be a qualified accountant (CCAB) or in final year (with a commitment to finish) with evidence of appropriate CPD. |
| **2** | Must be able to demonstrate numerical proficiency, with a good understanding of accounting principles. |
| **3** | Excellent spreadsheet skills and ability to undertake complex financial modelling using a different data sets and systems (financial, case management etc.). |
| **4** | Experience of a budget planning cycle, ensuring compliance with governance processes, and analysing and reporting on financial issues. |
| **5** | Experience of housing management IT systems and the ability to work with neighbourhood teams and IT teams to maximise the use and understanding of rent accounting applications. |
| **6** | Be able to explain complicated and technical information in a manner that can be understood by others with different levels of knowledge on the subject using multiple tools; written (preparation of presentations and report writing including cabinet papers), spreadsheets (financial modelling) and deliver presentations and training. |
| **7** | Inquisitive and challenging with the ability to apply innovative and creative thinking to service challenges within a fast-paced environment. |

Job family

**Professional and Technical (Grade I)**

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| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles will have many day-to-day professional, technical and management issues to deal with but must also take a longer-term view of the service sector they support, assessing its changing needs and demands and making significant contributions to resource planning. This will see job holders dealing with serious issues without recourse to managers and making autonomous decisions based upon their specialist knowledge and dedicated experience.

**The knowledge and skills required**

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on the job training and focussed experience such that the level of expertise confers a similar level of authority.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs at this level will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with complex, pressing issues on a day to day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams’ composition, approach and operating procedures in accordance with wider service goals mandated by service management.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams’ detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people, whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of city council services, finance or other major asset(s).

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.