

Rent and Service Charge Specialist

Lead on rents and service charges, ensuring clear, accurate communication and providing expert advice to deliver fair, compliant and efficient processes.



HONEYCOMB GROUP

Job Purpose

This person will be responsible for setting and reviewing rents and service charges, ensuring customers and colleagues receive clear, accurate and timely information on how service costs are recovered across our properties. Acting as the in-house expert, the postholder will draw on regulatory knowledge, best practice and an understanding of residents' housing needs to ensure Honeycomb's approach is compliant, transparent, fair and delivers value for money. They will also provide expert advice and support to internal teams, helping to ensure rent and service charge processes run smoothly, efficiently and in line with regulatory standards and relevant legislation.

At Honeycomb Group, we're connected by a set of collective values, keeping us all working in the same direction.

Be dead genuine

Be authentic
Don't take yourself too seriously
Create a customer experience they'll never forget
When in doubt smile

Never shut the door

No hierarchy
Don't hear what you want - listen
Be open & flexible
Always think about others

Chase curiosity & ambition

Commit to the challenge
Fuel your passion
Put heart into your work
Create a no-fear culture



Be a leader in the field

Don't manage inspire
Take initiative, step up even if it's not your job
Follow your gut
No blame culture
Be confident

Come together

Seek value from others
Be a team player
Chip in when others need help
Act in the best interest of everyone

Key responsibilities for area of specialism:

- Responsible for ensuring rent and service charge setting is accurate and compliant with all relevant legislation, regulatory standards, contractual obligations, and internal policies.

- Take ownership of your continuous professional development to keep the business informed of current and proposed legislation and regulations relevant to rent and service charges and positively engage with networking groups to learn and implement best practice.
- Maximise service charge income for the Group by ensuring that costs are accurately captured, identified, and reflected in service charge proposals with reference to current legislation, Group policy and occupation agreements, to enable clear and informed decisions to be made.
- Reconcile actual costs against estimated service charge costs at the end of the financial year, producing audited accounts and informing future budgets.
- Support Housing colleagues to resolve resident queries and provide information for customer communications.
- Continuously review and refine rent-setting and service charge procedures to improve efficiency and effectiveness while maintaining full regulatory compliance.
- Work collaboratively with the wider business to drive through improvements to systems and data required for rent and service charges.
- Maintain accurate and auditable information using systems to ensure one version of truth.

Honeycomb Technical experts are responsible for:

- Supporting Heads of Service to deliver operational goals and outcomes
- Demonstrating and instilling our values
- Excellent performance and achievement
- Silo removal and working as one team
- Delivering value for money

In addition to the above, our Technical experts will:

- Ensure that the Group complies with legislative, regulatory, constitutional and financial requirements and works, including contractual requirements for services commissioned by statutory bodies and funders to high professional and ethical standards in all areas of business excellence.
- Promote the Group and develop its relationships to ensure that the positive work of the Group is recognised locally, regionally and nationally.
- Maintain and develop effective external networks and partnerships with other registered providers, local authorities, funding institutions, regulators and other organisations that are crucial to the Group's work and business interests.

The right person for the role will be able to demonstrate:

- CCAB/CIMA part-qualified or qualified by experience with a strong commitment to continuing professional development (CPD).

- Experience and knowledge of Social Housing Rent and Service Charge principles, legislation and regulations for various tenures.
- Experience of working in the social housing or charity sector.
- Strong financial stewardship with sound knowledge of financial controls, compliance, regulations, accounting standards and policy requirements
- Excellent IT skills, including advanced Excel, plus strong working knowledge of finance/feeder systems, relevant processes, dependencies and interfaces.
- A positive “can do” attitude with a commitment to providing excellent customer service and championing change.
- Excellent communication skills and an ability to explain technical financial information to non-finance professionals.
- Ability to prioritise commitments and manage cyclical processes working in a way that best serves the business and other colleagues accurately and methodically.
- Adaptability and calm under pressure, able to prioritise effectively in a fast-paced environment.
- Resilient, focused and tenacious. Taking ownership for service delivery and resolution of problems to meet deadlines
- Strong collaborative and teamworking skills.