

Job Description

Revenue Analyst



Directorate:	Finance
Team:	Finance
Role Type:	Remote
Reports to:	Finance Manager (Revenue)
Direct Reports:	N/A
Overall Job purpose:	
<p>Assist on year-round analysis of service costs and assist in end of year calculation, forecasting and budget setting process of service charges. Ensuring service charges are correctly accounted for whilst maintaining a high level of customer service. To provide expertise in the service charge area whilst taking responsibility in ensuring all legislative requirements are being met.</p> <p>To ensure that accounting records are accurately maintained, and comprehensive reconciliations take place of payments into the business and assigned codes.</p>	
Core responsibilities:	
<ul style="list-style-type: none"> • Assist on year-round analysis of service costs and assist in the end of year calculation, forecasting and budget setting process of rent/service charges • Assist on all service charge queries for the business, providing guidance and challenge to ensure maximum, legally compliant recovery of service costs. Liaise with the development team in the setting of service charges for new developments. • Responsible for the accurate and timely analysis of service costs within all relevant cost centres and expense codes in order to ascertain variations from budget, present regular reports to service and departmental managers in a clear and concise format in order to quickly identify and recommend corrective action. • Responsible for establishing and maintaining exception reports in order to identify potential discrepancies and significant variances, and in turn liaise with Heads of Service and team managers across the business in order to highlight issues that need addressing and suggest corrective action. • Regularly interrogate actual and forecast expenditure to make sure that spend is going to the correct place and is appropriate to variable service cost recovery. Aim to resolve any issues at the service charge calculation period. 	

- Review expenditure and provide analysis and feedback to service managers on opportunities to improve value for money and on compliance with relevant service charge legislation. Challenge expenditure based on forecast impact on service charges where appropriate.
- Support the Revenue Manager with the annual rent and service charge increase process in line with organisational procedures and within the agreed timescales and parameters. This will involve compiling detailed rent and service charge schedules against relevant scheme and property which are reconciled to the appropriate service/utility cost ledger.
- Assist in the annual budget setting process by ensuring that all relevant income streams are accounted for and completed, in line with budgeting procedures and to the requirements of the finance manager and head of commercial services.
- Act as the lead point of contact for all internal stakeholder and external customer enquiries in a timely and efficient fashion, ensuring that customers understand how their rents and service charges have been calculated. This will involve representing CKH at tenant/ shared owner forums as 'technical' support to neighbourhoods' team. This will also involve external stakeholders such as Peterborough's Housing Benefit department and the Department of Work and Pensions in order to respond to queries or challenges relating to housing benefit eligible rents and service charges.
- Responsible for seeking continuous improvement throughout all aspects of data storage, collation and reporting in order to maximise efficiency and accuracy.
- Respond to all internal and external customer queries in a timely and accurate manner.
- Assist with all processing of Income and transactional Postings
- Perform key reconciliations for bank and general ledger control accounts, including rent debtors to ensure that all payments made to CKH are accounted for.
- Act as buddy for finance tasks in support of overall team objectives including all essential accounts payable processes.

Key Relationships

- Finance Manager (Revenue)
- Revenue Team
- Wider Finance Team
- Senior neighbourhood, housing and Service managers
- Asset management
- Internal & External customers
- Other housing associations – Benchmarking/best practice
- Unitary authority housing benefit departments
- Income Management Team

Action

Commitment

Excellence

Integrity

Teamwork

Dimensions:
<ul style="list-style-type: none"> Day to day decision making regarding coding of service charge expenditure and areas to 'challenge' Assist on production and implementation service charge policy and procedures Key contact for all internal and external service charges queries Influence and challenge key service managers on decisions relating to service costs and expenditure and ensures maximum recovery of relevant expenditure Take ownership of making daily decisions on transactional postings using own judgement, accuracy and background analysis to resolved anomalies.
Additional information:
<p>The role supports optimal recovery of general needs and sheltered service costs in the region of £3.5million. Accurate and statutorily compliant calculation and billing is key to avoid challenge.</p> <p>DBS Required – BASIC</p>
<p>No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.</p>

Person specification

Requirements	Essential Criteria	Desirable Criteria
<p>Knowledge and experience</p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> Knowledge of accounting principles Experience working in a finance function Experience of dealing with queries from internal and external customers Experience of operating and maintaining financial 	<ul style="list-style-type: none"> Knowledge of variable/fixed service charge regimes Experience of rent and service charge calculation Knowledge of rent increase/service charge legislation across a broad range of tenure types

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	<p>packages including complex spread sheet models.</p> <ul style="list-style-type: none"> • Experience of working to deadlines • Understand cash and bank account reconciliations 	
<p>Skills and abilities</p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<ul style="list-style-type: none"> • Advanced IT / numeracy / analytical skills • Able to plan, organise and prioritise a complex effectively, in order to achieve targets and meet deadlines. • Effective verbal and written communicator to internal and external customers with varying levels of knowledge. • Ability to process vast and complex data to use for business needs • Self-motivated with a positive outlook and the ability to take ownership for own work • Able to clearly explain and present technical financial information to non-experts • Able to build strong working relationships 	<ul style="list-style-type: none"> • Report writing • Ability to create and maintain robust data collection models in multiple mediums (Access, Excel)

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	<p>with individuals and teams from all disciplines within the business</p> <ul style="list-style-type: none"> • Ability to work as a team member and under own initiative to manage workload • Intermediate Excel skills including the use of pivot tables, Lookup and IF functions 	
<p>Personal behaviours and style</p> <p>We look for people who are committed to and demonstrate our core values of:</p> <ul style="list-style-type: none"> • Action: Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i> • Commitment: Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i> • Excellence: Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i> • Integrity: Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i> • Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i> 		
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and/or specific occupational training required</i></p>	<ul style="list-style-type: none"> • English and Maths to grade A-C GCSE (or equivalent). 	<ul style="list-style-type: none"> • AAT part or fully qualified or equivalent.
<p>Additional requirements</p> <p><i>Detail any additional requirements for the role e.g. able to work shift</i></p>		

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<i>patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>		
Version control:		
JD authorised by (Director):	Jeanette Beavors	Date: 16/09/2021

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