**Job Profile**

**Job Title: Finance Team Leader (Income)**

**Location: Trafford House**

**Hours: 35**

**Salary: £28,694 - £30,484**

**Responsible to: Financial Services Accountant**

**Responsible for: Finance Assistants (Income)**

**Purpose of the Post**

To be responsible for ensuring all rent transactions relating to MSV tenants are recorded in a timely and accurate way to ensure records are complete and available for colleagues.

To ensure the general ledger transactions in relation to rental income and related banking is accurate and reconciled.

To be responsible for ensuring all sales (debtor) invoices are raised promptly and effective debt recovery procedures are applied.

To lead and motivate the Finance Assistants (Income) to ensure all appropriate controls and processes are operated effectively and services are efficiently delivered.

**Key Responsibilities**

**Rental and Service Charge Income**

* + To maintain the Group’s rent accounting system.
  + To assist the Assistant Financial Accountant with all matters relating to rent and service charge rises and all service charge related exercises in the year.
  + To process the weekly debit on a timely basis
  + To lead and motivate the Finance Assistants (Income) to:
    - update and maintain the housing management system in relation to start, end of tenancy, rent and service charge increases on a weekly basis.
    - process rent payments received from various payment methods e.g. housing benefit schedules, payment cards, standing order and direct debit payments on a timely basis to ensure the Neighbourhoods Team can take appropriate arrears action
    - set up and amend direct debits
    - set up authorised sub-accounts and service charge accounts
    - prepare rent refund and repayment of housing benefit overpayments
    - record other rent bank account transactions within the financial management system on a timely basis
  + To check rent refunds and repayment of housing benefit overpayments
  + To effectively manage and control the issue of all payment cards to tenants and to check the invoiced charges from the provider
  + To undertake period end and period update procedures, including debit run
  + To process fair rent including secured tenancy increases.
  + To ensure the rent suspense account is cleared promptly and to zero in accordance with the month end timetable.
  + Perform the rent bank accounts reconciliations and present to the Financial Services Accountant for sign-off in accordance with the month end timetable
  + To liaise with Neighbourhoods in relation to housing benefit overpayments and other matters.
  + To apply rent free weeks in line with Group Policy.
  + To manage and reconcile rechargeable repairs.
  + To undertake such other reasonable tasks as may be required by the Group.

**Accounts Receivable**

* + To lead and motivate the Finance Assistants (Income) to:
    - Promptly raise approved sales (debtor) invoices
    - Promptly record debtor invoice receipts within the financial management system
    - Take the appropriate follow up action for any outstanding invoices in line with Group policies and procedures
    - record sales (debtor) invoice bank account transactions within the financial management system on a timely basis
  + Manage and monitor the debt recovery process in accordance with Group policies and procedures to maximize the income received by the Group
  + Manage and maintain the Accounts Receivable ledger to ensure debtor details are correctly recorded and there are no duplicates
  + Provide the Financial Services Accountant with reports and evidence to demonstrate the performance of the Income Team in maximising income received by the Group

**Stakeholder/Relationship Management**

* To develop and maintain a network of relationships within MSV
* To keep informed and up to date on business developments and enable immediate engagement when action or support is needed in all matters of financial control and performance
* To communicate clearly and effectively with internal and external partners.
* To represent the Group in a professional manner at all times.
* To work with other departments sharing best practice working proactively with colleagues to deliver excellent service and value for money

**Compliance and Risk**

* To work within the framework and guidelines set for risk management to ensure that risks are effectively managed
* To work within department policies, procedures and service level agreements ensuring the Group’s values are maintained
* To work within financial budgets and policies including delegated authorities.
* To keep abreast of developments in the legal and regulatory frameworks relevant to the role and ensure compliance.
* To comply within the regulatory frameworks with your area of work.
* To use business systems appropriately.
* To ensure that you work within the values, policies, procedures and regulative framework of the Group.
* To adhere to the Group’s policies and procedures on Data Protection and Confidentiality and always maintain integrity and accuracy of the Group’s data.
* To embrace H&S best practice and adhere to Group policy and procedure to deliver effective and safe services and operations.
* To support individual Health and Wellbeing and the Group wide approach
* To be committed to and promote Equality and Diversity in all activities

**Person Specification**

**Finance Team Leader (Income)**

**Appropriate Professional Qualification**

* Part qualified AAT (Accounting Technician) (D)
* Good standard of general education with a minimum of 5 GCSEs or equivalent at Grade C or above including English and Maths (E)

**Experience and Track Record**

* Previous experience of working in a finance role (E)
* Experience of managing the rent accounting process end-to-end (E )
* Demonstrable experience in delivering to deadlines (E)
* Evidence of adding value to the team and business (D)
* Experienced in the application and understanding of financial controls (E)
* Track record in managing challenging situations (E)
* Experience of using financial IT systems and Microsoft Office (E)
* Experience of supervising others (D)

**Knowledge and Skills**

* High levels of IT literacy and an understanding of new ways of working (E )
* Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect (E )
* Demonstrable awareness of risk management (D)
* Strong administrative experience in a fast paced role (E )

**Personal Characteristics**

* Able to work collaboratively (E)
* Demonstrates high levels of motivation and resilience (E)
* Friendly and approachable with a customer focussed attitude (E)
* Uses own initiative and work independently to solve problems (E)
* Understanding of the need for confidentiality (E)
* Committed to Equality and Diversity (E)

**Key:** Essential (E ) Desirable (D)