

## Job Description

Job title	Housing Finance Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	HRA
Range	MPR 3
Reports to	Housing Service Improvement Manager

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### Main purpose of the job:

To provide a high quality effective and efficient finance support service to landlord service, including repairs and maintenance, estate services, tenancy services and homes for independent living, in order to ensure the needs of the business are fully met.

To act as the lead officer in providing financial advice, information and administrative support to landlord services. This includes assistance during budget and service charge setting and year end closure processes.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

Process invoices and orders in accordance with council procedures for landlord services, ensuring effective and efficient arrangements are in place. Allocate expenditure to appropriate budget codes.

Manage and monitor payments to suppliers, ensuring invoicing is correct and investigating with suppliers where anomalies are identified.

Assist managers by preparing and providing statistical and financial data for the purposes of budget management. forecasting, and service charge setting.

Manage and produce reports in relation to the open book accounting mechanism for the responsive repairs and estate services contracts.

Undertake forecasting for the HRA Housing Centralised Support budgets on at least a quarterly basis for Council monitoring.

Support the management of the Housing ICT database, ensuring that it is maintained to accurately account for all transactions in relation to the rent roll.

## Medway Council Job Profile

Ensure that all utilities relating to the HRA and Cuxton traveller site are appropriated and paid on time.

To develop and run all necessary year end processes on the Housing Management system. Consolidate the end of year accounting function and reset all rent accounts to reflect the annual rent increase.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Housing Service Improvement Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.



### Person specification

All criteria at level A are considered essential unless stated otherwise.

#### Qualifications

##### Level A

Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc

Working towards Level 3 in Business Administration or CIH equivalent

##### Level B (in addition to level A criteria)

Level 3 in Business Administration or equivalent qualification.

Completion of role specific training as identified on the HRA tenant services training matrix

##### Level C (in addition to levels A and B)

Evidence of ongoing continuous professional development

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#### Knowledge

##### Level A

An awareness of GDPR legislation and best practice in relation to information sharing

An awareness of financial regulations, guidelines and procedures

A good understanding of relevant policies and procedures within landlord services

Understanding of finance activity such as budgeting, invoicing, preparing statements etc

##### Level B (in addition to level A criteria)

A working knowledge of financial systems and basic accounting.

A comprehensive working knowledge of the broader activities of the service.

##### Level C (in addition to levels A and B)

A good understand of GDPR legislation and best practice in relation to information sharing.

An awareness of the Council's Record Retention Policy and freedom of information protocols.

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#### Experience

##### Level A

Experience of providing a comprehensive administrative and/or customer support service

Experience of using financial systems to raise purchase orders and process invoices

Experience of updating records accurately using electronic or hard copy filing systems/databases

Experience of providing general information, advice and guidance on internal procedures relating to finance

##### Level B (in addition to level A criteria)

Experience of dealing with confidential and sensitive data

Experience of coaching/supporting others in their role.

## Medway Council Job Profile

Experience of providing project support.

Experience of preparing reports

Level C (in addition to levels A and B)

Experience of confidently using specialist IT packages relevant to landlord services.

Experience of contributing to Freedom of Information requests

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### Skills

Level A

Ability to use Microsoft Word, Excel, Teams and Outlook

Ability to organise and prioritise workload to achieve deadlines

Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders

Ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to line manager for unusual or difficult problems

Ability to develop and maintain the Housing ICT database and any other filing systems, where care, accuracy, confidentiality and security are important

Attention to detail with the ability to proof read

Level B (in addition to level A criteria)

Ability to interpret data and prepare financial / management / project reports as required, demonstrating precision and speed

Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience

Ability to explain straightforward tasks to others, where required

Ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands

Coaching skills

Level C (in addition to levels A and B)

Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working

Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences

Ability to use advanced suite of Excel functions (pivot tables and formulas)