**Job Title:** Service Charge Assistant **Reports to:** Subsidiary and Service Charge Accountant

**Department:** Finance **Location**: Warrington

**Hours** Part Time, 20 hours per week (to be spread over 3 or 4 days, including Tuesdays)

**Remuneration:** £18,500 FTE (pro-rata - £10,278)

**SUMMARY**

Reporting to the Subsidiary and Service Charge Accountant the Service Charge Assistant is responsible for:

* Ensuring all Service Charge data is correct;
* Ensuring Service Charge Customers/Residents are communicated with efficiently;
* Ensuring Customers/Residents queries are dealt with;
* Proving day to day accounting support and administration.

By delivering an excellent level of service to colleagues and to The Trust as a whole, the Service Charge Assistant will support the delivery of the Service Charge model and the objectives of the Finance team.

The role requires liaison, internally, with all departments within The Land Trust and externally with customers, developers and third party suppliers.

The contents of this job description are not intended to be exhaustive but simply highlight the current key responsibilities of the role. The role holder is expected to perform whatever tasks might reasonably be assigned to them.

**Roles & Responsibilities**

**Service Charges**

* First point of contact for Service Charge Customers/Residents
* Maintain Service Charge records & databases
* Dealing with Customer Queries by telephone, e-mail and in writing
* Taking and processing Service Charge Payments
* Processing Direct Debit requests
* Setting up new Service Charge Customers
* Dealing with Customer Complaints and Compliments
* Reviewing and updating the MyLandTrust Customers portal
* Assisting with Land Registry searches

**General**

* Liaising with other Departments within the Trust
* Providing assistance re ad hoc queries from other members of The Land Trust team
* Assist in other administrative matters as required
* Maintain files and archives

**Person Specification**

## Experience and Knowledge

* GCSE English and Maths grade C or equivalent
* Customer focused
* Enjoys and is confident in working with numbers
* Experience of and confidence in using spreadsheets - good knowledge of Excel
* Experience of and confidence in dealing with Customers

## Essential Skills and Attributes

* Excellent time management and able to meet deadlines
* Ability to prioritise own work and raise capacity issues with line manager
* Maintains high levels of focus and concentration
* High level of accuracy and good attention to detail
* A self-starter who is pro-active and can set and achieve goals
* Strong administration and organisational skills
* Ability to actively build and maintain positive relationships
* Excellent spoken and written communication skills
* Able to work well with clients
* Confident in dealing with internal and external stakeholders
* Problem solving
* Desire to complete tasking accurately and on time
* Customer Care Skills
* Excellent spoken and written communication skills.