

JOB DESCRIPTION & PERSON SPECIFICATION

Service Charge and Rent Coordinator

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	Head of Finance
Direct reports:	None
Team:	Finance
Department:	Finance

JOB SUMMARY:

The Service Charge and Rent Coordinator is responsible for the accurate setting, reconciliation, collection, and reporting of service charges and rents across ISHA's properties. The role ensures compliance with tenancy agreements, leases, internal controls, audit requirements, and relevant legislation, while delivering transparent and fair service charges to tenants, leaseholders, shared owners, and commercial tenants.

PRINCIPAL RESPONSIBILITIES:

1. Customer Service
 - Respond to service charge queries and complaints professionally and within agreed timescales.
 - Provide clear service charge breakdowns and supporting documentation.
 - Attend resident meetings and tribunal hearings as required.
2. Service Charge Setting
 - Manage the annual service charge increase process.
 - Set service charges for existing stock and new developments.
 - Review legal documentation to ensure charges comply with agreements and legislation.
3. Cost Reconciliation & Financial Control
 - Analyse and validate service charge expenditure within Rubixx Finance.
 - Ensure costs are correctly split and coded at source.
 - Produce quarterly recharge reports by scheme for review and approval and authorise non-recoverable costs.
 - Prepare core income and rechargeable service charge budgets and monitor variances.
 - Calculate monthly and year-end accruals.

4. Audit & Compliance

- Prepare year-end actual service charges for homeowners for assurance review by external auditors. Liaise with external auditors and provide required documentation.
- Ensure compliance with internal controls, policies, and regulatory standards

5. Sinking / Reserve Funds

- Maintain accurate sinking fund records.
- Allocate costs correctly and monitor S20 final account releases from the sinking fund.
- Carry out quarterly reconciliations of sinking fund balances to bank accounts.

6. General

- Work collaboratively with Housing, Repairs, Asset Management, and Development teams.
- Undertake other duties appropriate to the role.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem them essential for every role at ISHA:

11. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
12. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
13. To comply with ISHA's IT, Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
14. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
15. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, can-do, excellence, mutual respect, people focus, and in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

PERSON SPECIFICATION – Service Charge and Rent Coordinator		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2.	Good general education with excellent literacy and numeracy skills.	✓	
Experience			
3.	Experience working in a similar role, applying service charge legislation, leasehold agreements, and housing regulations.	✓	
4.	Strong customer service and communication skills, with experience handling enquiries and complaints.	✓	
5.	Experienced using finance systems (e.g., Rubixx or equivalent) and Microsoft Office (Excel, Word, Outlook).	✓	
6.	Experience of working in the housing sector.		✓
Knowledge & Skills			
7.	IT system skills and able to evidence competency in relevant finance applications	✓	
8.	Intermediate Excel skills, and the ability to quickly learn new systems and packages	✓	
9.	Effective and pleasant communication skills across a range of approaches, including face to face, phone and email	✓	
10.	Excellent attention to detail	✓	
11.	Good problem-solving skills and a positive and proactive approach when presented with challenging situations	✓	
12.	Strong time management and organisational skills	✓	
13.	Enthusiastic and motivated to develop new skills and knowledge	✓	
14.	Highly professional approach and able to work independently	✓	
15.	Able to work well under pressure and manage competing priorities	✓	
Values			
16.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> • Pride in team ISHA • Passionate commitment to customers • Trusted to make the difference • Respect for everyone 	✓	