# BRIGHTON & HOVE CITY COUNCIL

**JIN2224**

**JOB DESCRIPTION QUESTIONNAIRE**

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| **Job Title:** | **Rent Accounting Officer** |
| **Reports to:** | **Rent Accounting Manager** |
| **Department:** | **Housing, Neighbourhoods & Communities.** |
| **Section:** | **Housing, Tenancy Services.** |

**Purpose of the Job**

## To verify, reconcile, control and maintain the day-to-day administration of revenue accounts to ensure that financial integrity, and accurate information is maintained and both Data Protection and Audit guidelines are followed.

The Rent Accounting team manage the accuracy of accounts across the Housing Revenue Account and General Fund.

**Principal Accountabilities**

1. Maintain the financial integrity of the Housing Management System

* Update and maintain accurate revenue records of both current and former accounts for properties including parking/garages; checking and verifying information provided by other teams, before processing, e.g.: tenancy changes, adjustment to account details, transferring balances between accounts, processing refunds of overpaid rent, etc.
* Have a clear understanding of tenancy matters to enable the correct changes to be made to revenue accounts.
* Secure the integrity of revenue accounts and financial information ensuring compliance with set procedures, government guidelines and Audit controls.
* Deal with enquiries from customers and colleagues about the tenants’ revenue accounts and financial transactions.
* Create/cease accounts and in addition, process the quarterly payments schedule for both internal and external customers, reconcile and issue credit notes every quarter on these accounts.

1. Direct Debits

* Verify, control and maintain the Direct Debit system for payments of rent and other charges in accordance with the BACS system guidelines.
* Maintain the computerised database, and interrogating the tenant rent accounting system, to ensure that each stage of the monthly process is actioned in accordance with Council and BACS procedures and time scales. Verifying data and working closely with customers’ individual Banks, BACS operators and front-line staff.
* Accurately calculate and process any necessary manual overrides or transfers of monies to separate sub-accounts to ensure that all monthly payments are correct.
* Accurately process the ADDACS reports received from BACS in relation to Direct Debits and communicate changes to both internal and external customers

1. Revenue Management System - IWorld

* To investigate the benefits system to ensure the accuracy of transactions on the Housing Management System

1. Payment Methods

* Verify, control, calculate and reconcile payment methods for rent and other charges.
* Verify and reconcile payment schedules received from the Department for Work and Pensions.
* Verify and reconcile payment schedules from Payroll within the Council for salary deductions

1. Banking & Reconciliation

* Investigate, monitor and reconcile all daily financial transactions (including payments, transfers and adjustments) posted to the Housing Management System.
* Control and maintain the Suspense Accounts, by investigating and consulting with colleagues in other sections and council departments and with external organisations and customers, to ensure payments/adjustments reach their correct destination.
* Investigate all entries on the relevant error reports and take the appropriate action. To investigate and locate missing payments and ensure they reach the correct rent account.

1. Enquiries

* Respond to telephone and written enquiries from tenants, internal and external customers. Providing accurate guidance and advice on both financial and rent accounting information in accordance with set policies and procedures.

1. Service improvement

* Support the Rent Accounting Manager in reviewing and updating rent accounting procedures and controls to ensure that manual and IT systems are appropriate.
* Follow Audit guidelines and incorporating the department’s priorities and objectives.
* Work to improve the effectiveness and efficiency of the support service provided by the team to colleagues and customers.
* Test and report on new Rents software before implementation for areas of rent accounting work.
* Help in ‘one-off’ project work, if requested by the Rent Accounting Manager.

1. Other Rent Accounting Duties

* Check, process and report on write-off and write-on requests.
* Monitor the former tenant credit report, IT interface error report and any other relevant reports, and take the appropriate action to ensure account information is correct.
* Monitor accounts with a Support Charge and advise Adult Social Care of changes needed to support grant payments.
* Carry out administrative tasks which enable each area of rent accounting to be completed effectively and efficiently.

**General Accountabilities**

To uphold and carry out the duties of the post with due regard to the Council’s Equality and Inclusive Policy.

To co-operate in the implementation of the council Health and Safety policy. In particular: as set out in section 4.7 of the Health & Safety Policy:

* To take due care of their own health and safety and that of others, who may be affected by their acts and mistakes at work
* To use equipment according to instructions
* To ensure that they do not use facilities and equipment recklessly or interfere with the safe use of equipment, materials or systems
* To report any unsafe act, or condition, any accident or incident according to Health and Safety Policy

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

## The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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**PERSON SPECIFICATION**

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| **Section:** | **Housing, Tenancy Services** |

### Essential Criteria

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| **Job Related Education, Qualifications and Knowledge** | * Educated to NVQ 2 or equivalent relevant experience * Knowledge of financial regulations relating to payment methods. * Understnding the rent standard for social landlords. * Knowledge of basic concepts of rent accounting * Understanding of payment methods and systems eg: direct debits, standing orders. |
| Experience | * Relevant financial field experience * Experience of reconciling financial information from two or more sources * Experience of maintaining and producing accurate financial records and filing/administration systems * Experience of providing advice to internal and external customers on financial payments and records |
| Skills and Abilities | * Excellent numeracy and literacy skills and confidence in handling financial information * Confident verbal communication skills with the ability to convey complex information both in writing and verbally, effectively and clearly to customers and a range of partners, both internal and external to the organisation. * Ability to achieve targets within tight time scales * Good organisational skills, an attention to detail, and a methodical and systematic approach to starting and completing tasks * Ability to work on own initiative and as part of a team * Strong IT skills and the ability to interrogate and update databases |
| **Equalities** | * To be able to demonstrate a commitment to the principles of equalities and to be able to carry out duties in accordance with the Council’s Equalities Policy. * Commitment to promoting financial inclusion and reducing social inequality. |
| **Other Requirements** | * Cover for other team members when reasonably requested |