



Job description

Job title: Finance Assistant (Rents)

Responsible to: Senior Finance Officer

Purpose of the post:

- Ensuring that the rent accounting functions of all Group companies are carried out in an efficient and effective manner. Also, to ensure that adequate controls are exercised over the accounting systems.
- To work as part of a team, with other members of the finance department and colleagues in other departments, with the aim of providing a first-class service to both internal and external customers.

Key areas of responsibility:

- Assisting the Rents team to input receipts, Housing Benefit & Universal Credit schedules, cheques and other forms of payments as required.
- Assisting with completing control sheets and reconciliations to ensure payments are allocated and accounted for correctly, including monthly control account and arrears account reconciliation.
- Assisting with administration for ground rent properties, including mail outs (such as the yearly ground rent demands), updating systems, taking payments, dealing with queries and corresponding with solicitors.
- Assisting with applying adjustments and charges to rent accounts where required.
- Assisting with refunds of credits and surpluses to residents as required.
- Assisting with creating or ending new accounts on the housing management system and setting up payment methods.
- Assisting with loading new Direct Debits, carrying out Direct Debit amendments and dealing with Direct Debit queries.
- Assisting with raising and recording sales ledger invoices as required.
- Assisting other colleagues and teams within the Group with rents & service charge queries.



- Assisting with the yearly reviews of rents and service charges, in line with the Group's Rent Policy, including the production and mail out of rent review letters and final accounts.
- Assisting with applications for new Fair Rents when due.
- Assisting with providing new rents to other colleagues and teams when needed.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Attributes	Essential	Desirable
Education and training	<ul style="list-style-type: none"> • GCSE English and Mathematics. • Relevant financial training/experience. 	<ul style="list-style-type: none"> • AAT, ACMA/ ACCA part- qualified.
Skills and experience	<ul style="list-style-type: none"> • Proficient in the use of Microsoft Office applications particularly Word, Excel, Outlook. • Experience of using an accounting package. • Experience of maintaining records and administrative tasks. 	<ul style="list-style-type: none"> • Experience of using Sun Financial Systems & Housing Management systems. • Experience of working in the Housing association sector
Personal qualities	<ul style="list-style-type: none"> • Customer Inspired: A positive approach to customer service (for both internal and external customers). • Open and Transparent: Able to listen, learn and improve. • Professional: Able to take ownership of your actions and cope well under pressure. • Passionate: Able to go the extra mile to find solutions and meet deadlines. • Enterprising: Willing to seek new learning experiences. • Able to work to deadlines. • Able to prioritise and plan effectively. • Able to deal with periods of high workload pressure. • Demonstrate a high level of integrity. • Excellent attention to detail. • Able to work as part of a team. • Excellent communication skills. 	<ul style="list-style-type: none"> • Willing to pursue training and development activities as required by the job.