

## **Job Profile Information: *Strategic Rent Accountant***

**This supplementary information for Strategic Rent Accountant is for guidance for Job Level 5 Zone 1**

### **Camden Way Category 5**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

#### **Role Purpose:**

To support the Head of Service in the delivery of sound Housing financial information on all matters within the directorate and those which cut across directorates.

This role is responsible for the strategic and management information of operational housing charging and reporting functions within the directorate; this includes rent income accounting, collection monitoring and support functions, calculation of rents and administration of other tenant service charges, monitoring of the rents income collection ensuring that it continues to improve against the Councils goals, and maintenance/administration of the property database. This post is within the finance function in Housing Management with responsibility for assisting in the production of information to enable the effective control of circa £160m rental income.

This role will lead on assisting in the production of the HRA rent setting Cabinet report and provide business partnering and management reporting for the housing management division.

The role will lead on driving up overall collection performance for rent, service charges, garages, ancillary services and water rates consistent with best practice within social housing and will ensure that excellent standards of customer care are maintained at all times.

To take a proactive responsibility for the development of financial competence within Camden. To support an integrated approach to the development of rent recovery strategy across all council services.

#### **Example outcomes or objectives that this role will deliver:**

- Lead a specialised area of performance monitoring of arrears and develop new initiatives ensuring costs and benefits and strategic and financial risks are identified and fully evaluated so that managers can introduce or sustain new or modified service delivery arrangements.
- Responsible for ensuring that all rent accounting work is carried out in line with legislative, audit and council requirements and as managing agent (Camden Living).

- Provide managers and partner organisations with independent analysis and interpretation of financial and performance material, ensuring decisions are made with consideration for financial resources.
- Manage the provision of a range of specialist financial advice and support to service and corporate managers to ensure the effective management of resources and proper accountability and control.
- Be able to produce both statistical and detailed reports using the systems report writing tools and effectively present to relevant heads of service, Senior Leadership or Senior Management team as required.
- Effective and valued business partnering relationship with relevant heads of service that assists divisions in achieving their outcomes whilst driving financial improvements (income collection, void losses, rent forecast planning)
- Support with Tenant Management Organisation accounting matters as necessary
- Manage and ensure effective controls framework of the Rent charging database (Northgate).
- Challenge where appropriate, especially on affordability and value for money and ensure the financial implications of policy and operational proposals are included in reports and financial advice to members so that decisions are made in the full knowledge of financial implications.
- Responsible for the delivery of the Council's financial statutory publications in accordance with statutory requirements and deadlines and which reflect best practice. Manage the development of integrated financial information flows, meeting external stakeholder requirements and delivering meaningful reports to assist managers in budget planning and control. Bring together financial and non-financial performance and targets to enable the Council to measure VFM and review performance effectively.
- Ensure the audit trail that supports and evidences the calculation of rent charges; ensure this system is routinely maintained, accessible to others as needed including for the right of inspection, and that the integrity of the information it contains is safe-guarded
- Produce best value, relevant CIPFA and government statistical returns as required.
- Responsible for resolving issues related to rents, DSS payments, housing benefits and any other relevant rent charges issues.
- Pro-actively ensure continuous monitoring and improvement to ensure accuracy, effectiveness and relevance of the Rents database
- Responsible for ensuring adequate collaborative working with cross-cutting divisions to ensure that rent accounting functions are carried out accurately, effectively and efficiently
- Effective administration of the tenant's Home Contents Insurance Scheme and process annual renewals and manage the scheme and advocate this scheme to tenants and residents to encourage take up
- Effective administration of the tenants water rates collection and process annual changes for tenants and manage the scheme with Thames Water
- Produce financial information is accurately, timely and presented in an appropriate manner for the audience intended
- Ensure reports are based on accurate financial information and robust financial analysis
- Maintain financial procedures and ensure that all procedures are kept up to date in line with legislative and audit requirements
- Manage and mentor direct reports for development
- Experience of excellent customer service and of dealing with complaints and enquiries
- Leadership role in driving and implementing cross-cutting areas as requested by head of service, such as collaborate groups to set and enhance organisation's approach to rent setting, monitoring and closing

### **People Management Responsibilities:**

- Line management responsibility for at least 4 FTE.
- Lead and/or manage large, complex, cross functional projects scoping and identifying detailed requirements.
- Act as a project manager with autonomous control over workload, priorities and decision making to deliver project and organisational objectives and ensure the Council's financial interests are protected.
- Lead the development of a performance and customer focused culture ensuring appropriate mechanisms are in place for staff appraisal and development.
- Influence the progression of learning and development plans contributing to the continuous improvement, development and professionalism of a team of multi-functional staff.
- Manage the impact of change, developing new ways of working which add value to the business.

### **Relationships:**

The post holder will report to Service Manager Rents & Charges. Other key relationships for the post holder will be:

- The relevant Directors for HRA (primarily Housing Management and Directors of Housing Support Services)
- The relevant Service Heads for HRA and a close working relationship with the Head of Tenancy Services
- Business Partners for Housing Management as part of the Housing Revenue Account (HRA)
- District Management Committees and TRAs
- Relevant staff with HRA services including rents, leaseholders and tenancy services
- The Director the post has a business partnering relationship with, and their Heads of Service
- Relevant Cabinet Members/Scrutiny Committees
- Partners such as Camden Living
- Other Local Authorities
- Business partners across the directorate finance services, and colleagues in technical and strategy areas of finance as appropriate
- Actively promote financial literacy throughout the organisation. Ensure the development and embedding of comprehensive, relevant training workshops and courses aimed at service managers so that managers can discharge their financial management responsibilities effectively and a strong framework for implementing and maintaining good financial management across the Council is established.

### **Work Environment:**

- The post-holder will be required to work in an agile way in line with Camden's move to a flexible work environment.
- The post-holder will be expected to attend meetings and other work engagements that may occur outside of normal office hours.
- Creativity and innovation is essential to more senior roles, working with service managers to develop and deliver innovative, best practice financial solutions.

### **Technical Knowledge and Experience:**

- CCAB (or equivalent) qualified accountant
- Responsible for the development and implementation of a directorate and corporate framework of robust internal control and the delivery of the authority's financial and related systems to ensure secure stewardship and good governance arrangements are in place.
- Ability to communicate effectively complex financial issues to differing audiences within and outside the Council
- Ability to understand and analyse the impact of complex government and regulatory financial frameworks
- Ensure expected standards with regard to revenue income are clearly communicated, understood and observed and that relevant legislation and internal procedures are complied with.
- Understanding of the regulatory and technical frameworks governing the HRA.
- Manage a regular review process to ensure continued effectiveness of controls and standards.
- Understanding of Housing legislation, Housing Law and the Legal Process, particularly in relation to rent recovery issues.
- Oversee the management of the Council's key financial systems, bank and control accounts and accounting records so that regular, comprehensive monitoring and reconciliation takes place to protect the Council from the risk of error or fraud and maximise cash flow, reducing the Council's external borrowing requirements.
- Ability to develop service financial strategies that are technically robust and support delivery of service outcomes.
- Ability to deal confidently with elected Members.
- Ability to manage an effective team; to support, lead, develop and motivate staff to gain and maintain staff commitment.
- Strong IT literacy and advanced spreadsheet skills.
- Knowledge of financial control frameworks within large IT systems.
- Experience of controlling a significant financial accounting system.
- Proven ability to use statistics and other management improvement tools to manage controlled improvements.
- Ability to manage resources, including budgets, effectively but with a critical understanding of the limitations of budgets.

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

### Chart Structure

