

Bernicia Group Role Profile

Title: Rent & Service Charge Accountant

Reporting to: Strategic Accountant

Date: June 2025

Purpose

Responsible for rent setting and the production of service charge budgets and accounts for social housing.

Accountabilities

Operational

- Prepare the annual rent plan ensuring that rents are set in line with the Group's Rent Policy and that the Group operates within the parameters of the latest rent standard and legislation.
- Monitor and report on relet rents and service charges on a weekly basis
- Monitor and report stock movements on a monthly basis
- Support the Strategic Accountant in the production of Service Charge budgets, forecasts and annual accounts
- Prepare monthly variance analysis reports for rent and services
- Liaising with both internal and external stakeholders throughout the year ensuring effective communication of all rent and service charge information
- Prepare the Group's annual Statistical Data Return
- Support the Strategic Accountant in the introduction and maintenance of a new service charge system

Strategic

- Contribute to the development of quality service standards across all of Bernicia's services.
- Support the service in delivering continuous improvement and value for money

Corporate

- Contribute to raising Bernicia's profile in your service area.
- Ensure you operate in accordance with core policies relating to conduct, equality and diversity, customer care, people management, data protection and health and safety, along with our systems for identifying, appraising and managing risks in your service area, consistent with Bernicia's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

Desirable Skills & Experience

Essential criteria:

Educated to GCSE standard including English and Maths.

Excellent I.T. and data analysis skills including Intermediate to Advanced Excel skills

Desirable criteria:

Experience of social housing rents and service charge accounting

Experience of system implementation

A sound understanding of accounting procedures

Deliver high level of detail and accuracy in all aspects of work

Strong problem solving skills with a proactive and analytical approach

Excellent organisational and administrative skills

Strong communication ability both written and verbal

Ability to promote and deliver outstanding customer service

Studying towards a professionally recognised accounting qualification

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours (to be included once Framework is designed)	
Behaviour	Expectation

