

Job title	Housing Finance Officer
Responsible to	Head of Facilities and Housing
Geographical Reach	North Kent
Base	Dartford
Hours	Full Time
Salary	£24,287.00 - £25,314.36
Contract	Permanent

Job Description: Housing Finance Officer

PURPOSE OF POST

This post is to ensure the smooth running of housing finance and maintenance administration to a high standard.

STRUCTURE OF THE POST

The Housing Finance Officer will be supervised and managed by the Head of Facilities and Housing and be accountable to the Board of Trustees of North Kent Mind.

The post will be based in the North Kent Mind offices at 20 West Hill Dartford, with one day per week remote working. Some travel to other North Kent Mind Sites or external meetings may be required for which travel expenses will be paid. It is a condition of employment that the post holder is prepared, whenever applicable to travel and work at any of our premises within reasonable travelling distance on a temporary or permanent basis. This is essential to the smooth running of our business.

DUTIES OF THE POST: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
 - Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality, GDPR and Health and Safety.
 - Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
 - Respects, encourages and builds on individual clients' coping strategies, skills and autonomy, and is in keeping with the Codes of Practice for Social Care Workers as defined by the General Social Care Workers
 - Maintains good liaison with any other outside agencies as is necessary
 - Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
 - Adheres to the principles of the Social Care Standards as defined by the GCSI
2. To participate in supervision and appraisal
3. To attend staff meetings and Support Services team meetings

4. To attend training/meetings and some annual events as required
5. To undertake any other duties which a senior manager or Board of Trustees may, from time to time, reasonably delegate, or assign.

DUTIES OF THE POST: SPECIFIC

1. Responsible for the recording of rents from housing tenants and rent reconciliation.
2. Inputting information onto Quick books and collating information for internal and external reporting providing regular rent arrears reports.
3. Gather, collect, analyse and provide statistical data in line with KPI's
4. Maintain accurate service charge files and keeping up to date Housing Benefit claims whilst liaising with local authorities.
5. Responsible for orders keeping up to date tracking.
6. Sending rent statements to tenants and rent increase letters with full breakdowns to tenants and councils.
7. Assist the Head of Facilities and Housing to prepare budgets for a variety of projects. Research, present and liaison with stakeholders for project summaries and proposals.
8. Attend weekly catch up meetings and monthly Housing team meetings.
9. Working closely with the Finance Team and regularly communicating and attending meetings as required.
10. Liaising with the Finance Manager as required.
11. Reporting repairs and keeping up to date records, chasing repair updates when needed and attending weekly maintenance catch ups recording progress on work completed.

This list is not exhaustive. Duties may be added in discussion with the post holder.

Person Specification

Criteria	Essential	Desirable
Experience of financial reconciliation and monitoring using a variety of spreadsheets	√	
Ability to gather and process complex financial data and type reports	√	
Good knowledge of Microsoft Office 365, Internet, QuickBooks, recording systems and Outlook	√	
Ability to prioritise tasks and manage time effectively using calendars and other means	√	
Ability to develop positive and professional working relationships with staff, volunteers, tenants and external organisations	√	
Understand the importance of confidentiality and an ability to respect this at all times	√	
Previous finance experience	√	
Clear professional boundaries	√	
Good written English and communication skills	√	
Excellent organisation and administrative skills	√	
Proactive and flexible approach to problem solving	√	
Warm professional manner both in person and by phone	√	
Ability to work within a team and on own initiative	√	
A good knowledge of North Kent Mind services		√