

Job Description – Project Coordinator – Homeownership and Service Charges

Reports to:

Rents, Service Charge and Homeownership Lead

Purpose

Reporting to the Rents, Service Charge and Homeownership Lead, coordinate and assist with homeownership and service charges. This includes providing excellent customer service, inspections of blocks for service charge notices and web portals and helping with section 20 consultation processes. You will be supporting Housing, Property Services, Finance, Development and IT Teams.

Principle Accountabilities

Immediate Accountabilities

Deal with emails, telephone calls and letters received from customers. Provide solutions and ensure customer is satisfied with response provided.

Where possible liaise with customers to ensure expressions of dissatisfaction is resolved. If not, then coordinate complaints received and set reminders to the team for when responses are provided.

Keeping customers updated and within service standards resolve issues by providing information and liaising with relevant teams where required.

Assist the Service Charge Analyst with data analysis and help with organising folders with relevant invoices, accounts, receipts and other relevant information.

Assist the Homeownership Specialist with inspections of blocks, ensure pictures and reports are saved within relevant folders for each relevant scheme.

Plan with the Rent, Service Charge and Homeownership Lead in carrying out surveys which relate to service charges and section 20 consultation.

Assist with mailmerges for section 20 consultation and service charge notices. Work with Property Services and Finance Team as well to ensure timely delivery via Clarity Mail.

Help in identifying any variances monthly and highlight if these are accurate. Work with the Assistant Accountant to ensure any journals and ledgers are kept up to date for each month end specifically relating to service charge costs.

Contribute towards coordinating and inputting accurately new charges onto CX and liaise with various teams to ensure Direct Debits are updated timely via Allpay.

Full compliance with relevant legislation such as Landlord and Tenant Act 1985.

Carry out all duties with regard to Hexagon's Equality & Diversity and Health & Safety Policies.

Any other reasonable duties as required by the Rents, Service Charge and Homeownership Lead.

Additional Accountabilities by the end of the two-year training period

Act as assistant for block management accounting, ensuring that all teams across the organisation provide information that helps towards accurate charging.

Liaise with the Property and Stock Improvement Teams to ensure recovery of costs.

Help with the coordination and creation of folders for each of the schemes so that this enables uploading of relevant information for customer website portals.

Contribute towards Hexagon at external forums, Court and First Tier Tribunals.

Notes

All tasks within this Job Description may be carried out on behalf of Hexagon Housing Association Limited, its subsidiaries and any associated organisations

Post holders will always be consulted before job descriptions are amended.

April 2022