Rent & Service Charge Accountant

Team	Salary
Finance	£48,983
Team responsibility	**Line manager**
Asset Services Manager	Head of Finance

The job in a nutshell

This role contributes to the Beyond Housing strategic goal to provide reliable, quality services.

The Rent & Service Charge Accountant will lead the annual rent setting and service charge budgeting across all tenures and properties and have responsibility for financial reporting and controls, compliance and regulatory assurance, process improvement and system requirements and for leading the Rent and Service Charge Team.

Duties and Responsibilities

- Lead the annual rent setting process.
- Carry out service charge budgeting, forecasting, billing and year-end reconciliation across all tenures and properties.
- Support the preparation of reports and presentations for Executive Team, Committees and Board, ensuring accurate and transparent financial information is provided and is audit-ready.
- Oversee financial monitoring, variance analysis, reconciliations, GL mapping and accruals.
- Ensure rent, service charges, estate charges and utility billing comply with legislation, regulatory requirements, leases, policies and internal control frameworks.
- Provide clear communication on rents and service charges, manage complex queries and complaints, and support dispute and tribunal cases where required.
- Drive improvements to rent and service charge processes, data quality, controls and automation, including ownership of system requirements, UAT and configuration changes.
- Lead and develop the rent and service charge team, manage KPIs and performance.
- Collaborate with Housing, Asset Management, Procurement and external partners to deliver effective customer and financial outcomes.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
1	21/08/26	Rent & Service Charge Accountant	

The above is not an exhaustive list of duties and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Experience in rent and service charge management.
- In-depth experience managing complex variable service charges, estate charges, sinking funds and diverse rent regimes.
- Operational management experience, including leading customer-facing teams.
- People management skills, with the ability to coach, develop and empower teams to achieve their full potential
- Strong analytical and numerical skills.
- Good Excel and financial modelling skills.
- Excellent attention to detail and accuracy.

Competencies

- **Customer focus** – Anticipates customer needs, strengthens relationships, drives consistent service improvements, and embeds customer-centric practices across teams
- **Working together and communication** – Facilitates collaboration across functions, communicates clearly and effectively, manages stakeholders, and promotes a culture of openness and respect
- **Takes ownership and delivers results** – Owns delivery of key outcomes, manages priorities, mitigates risks, and ensures consistent, high-quality results
- **Problem solving and continuous improvement** – Analyses complex problems, implements effective solutions, and drives continuous improvement initiatives
- **Adaptable and flexible** – Responds positively to change, supports teams through transitions, and adapts approach to meet evolving priorities
- **Risk-based thinking** – Identifies and evaluates risks, supports risk-informed decisions, and applies proportionate controls to protect delivery

Qualifications

- Relevant degree or AAT qualification, or equivalent relevant finance experience

It's a bonus if you also bring

- Currently studying towards or willing to study towards ACA, ACCA or CIMA.

NB: if you have a disability, we may explore reasonable adjustments with you

