

**JOB DESCRIPTION**  
**(To be read in conjunction with Person Specification)**

|                         |                       |
|-------------------------|-----------------------|
| <b>POST:</b>            | Rents Finance Officer |
| <b>SALARY:</b>          | NJC 7-9               |
| <b>ACCOUNTABLE TO:</b>  | Rental Income Manager |
| <b>RESPONSIBLE FOR:</b> | n/a                   |

**ORGANISATIONAL EXPECTATIONS:**

Inspire North aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a customer focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation.

You are expected to uphold the values and ethos of Inspire North at all times.

**OUTLINE OF POST:**

Based at our Head Office you will be responsible for the monthly reconciliation of various rent control accounts along with the weekly rent file checking, uploading and processing. Ensuring that rental income is accurately and completely posted to the company's finance and housing management systems. Resolving rent allocation queries and support the Rental Income Manager and Team Leaders. You will also assist the Rents Finance Manager with various projects and monthly reports.

**MAIN TASKS:**

1. Processing all payments received and ensuring these are allocated to tenant accounts.
2. Analysing rent files from front end system and uploading to finance system each week.
3. Dealing promptly with all income queries.
4. Liaising with local teams to resolve queries and issues in relation to rent payments.
5. Preparing the figures for quarterly returns to other Housing Associations.
6. Responsible for the reconciliation of rent control accounts including preparing and posting journals.

7. Supporting the Rental Income Manager with procedures to help us maximise our rental income.
8. Assist with data inputting, collation and evaluation of finance data for feedback and audit purposes.
9. Maintain spreadsheets and databases.
10. Adhere to and keep up-to-date with policies, guidelines, procedures and practices.
11. Participate in regular supervision, team meetings and other meetings as required.
12. Represent Inspire North in a knowledgeable and professional manner at all times.
13. Maintain appropriate professional boundaries at all times.
14. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
15. Partake in Inspire North' Personal Development Review system.
16. Any other duties commensurate with the grade and level of responsibility of this post.

**Please note** this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

### Person Specification – Rents Finance Officer

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any ‘gaps’ could form areas for development in the future.

| Approach   | Essential | Desirable | Identified by:<br>A=application<br>I=interview<br>E=exercise |
|--|-----------|-----------|--|
| Demonstrate understanding and commitment to equal opportunities and diversity  | ✓         |           | A, I   |
| Demonstrate a commitment and enthusiasm for working with our service user group  | ✓         |           | A, I   |
| Able to build and maintain relationships whilst maintaining appropriate professional boundaries  | ✓         |           | A, I   |
| Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload | ✓         |           | I  |
| Knowledge & Skills   | Essential | Desirable |  |
| Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook  | ✓         |           | A, E   |
| Good numeracy skills, including accuracy and attention to detail   | ✓         |           | A, I, E  |
| Good interpersonal skills including listening and display empathy  | ✓         |           | A, I   |
| Excellent customer relations skills.   | ✓         |           | A, I   |
| Ability to maintain and respect confidentiality  | ✓         |           | A, I   |
| Knowledge of office systems and file management.   | ✓         |           | A  |
| Good organisational skills and the ability to manage multiple priorities and meet deadlines  | ✓         |           | A, I, E  |
| Ability to work autonomously within agreed parameters.   | ✓         |           | A  |
| Have access to a car for work purposes and hold a full current UK driving licence  |           | ✓         | A  |

|  |                  |                  |      |
|--|------------------|------------------|------|
| A second Language e.g. Urdu, Polish, BSL   |                  | ✓                | A    |
| <b>Experience</b>  | <b>Essential</b> | <b>Desirable</b> |      |
| Previous experience with computerised accounts systems   | ✓                |                  | A, I |
| Previous experience of customer service  | ✓                |                  | A, I |
| Proven experience of accountancy and rent systems.   | ✓                |                  | A, I |
| Experience in data collection, retrieval and reporting   |                  | ✓                | A    |
| Experience of mental health/homelessness either as a service user, carer, worker or volunteer. |                  | ✓                | A    |