

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Accommodation Accounts and Payments Officer	Grade: Sc6
Reports to (Designation):	Temporary Accommodation Accounts and Payments Team Leader	Grade: PO2
Directorate:	Housing, Regeneration and Public Realm	Division: Housing Needs and Refugee Services

Main Purpose of the job:

- Accurately prepare and manage the monthly landlord rent payments schedule (CONTROC) for all PSL properties for sign off each month by the Property and Business Accounts Team Leader or Service Manager in their absence), swiftly and accurately dealing with all anomalies so that landlords are consistently paid on time. Work closely with the Central Finance Team meeting service delivery standards and targets, providing report as and when required.
- Process all payments to landlords including incentive payments under PSL & RIS, Nightly Paid Accommodation providers or other incentive schemes; dilapidations payments at handback etc. to meet agreed payment timescales, complying with financial policies and procedures, and monitoring and reporting on activity as required.
- To provide a professional, commercially focused, one stop first point of contact for all landlords, accommodation providers and tenants, that consistently delivers high customer satisfaction ratings.

Summary of Responsibilities and Personal Duties:

1. Carry out booking in duties to admit homeless, NRTPF and/or other relevant service areas applicants to Nightly Paid accommodation as authorised by the team leader or service manager. Use a professional and customer friendly approach to deal with difficult clients.
2. Advise and ensure applicants are aware of their responsibilities regarding occupation of temporary accommodation and the need to inform the council of any changes in their circumstances.
3. To ensure that nightly paid invoices are checked for accuracy against the nightly paid spreadsheet and Academy before payment and that any overpayments are highlighted and dealt with effectively and efficiently.
4. Develop and maintain accurate financial data and information for the service.
5. Provide Financial & business support to the service by ensuring invoices are checked and passed for payment within agreed or set time scales.
6. Update and maintain spreadsheets on the Homeless Persons Removal Service. Arrange removals of goods in and out of storage as required. Maintain full records relating to the removal service in accordance with procedures.
7. Prepare, file and send out official orders in compliance with the council's financial processes and procedures.

8. Process and track invoices for payment. Entering expenditure codes, entering invoices on the spreadsheet and/or electronic database and then batch sent to Central Payments.
9. Maintain accurate accounts and appropriate data sets for budget monitoring purposes.
10. Participate in providing management information including statistical data for monitoring purposes.
- 11..
12. Comply with Standing Orders and financial procedures within the scope of own duties.
13. Issue travel cards to staff and homeless applicants when required and maintain records in accordance with procedures.
14. Provide telephone cover for Senior Managers as required. Including providing information to relevant service areas.
15. Provide comprehensive financial and business support services to include mail distribution, recording of registered mail and tender Documents.
16. Respond to complaints from service users, Members and MP enquiries.
17. Provide monthly statistics to the Temporary Accommodation Accounts and Payments Team Leader for all functions of the team.
18. Continuously provide the highest level of customer care.
19. Participate in the training of less experienced staff as required. Including trainees & work experience placements.
20. Be responsible for the ordering of stock and materials such as stationery including travel cards & warrants and Personal Protection Equipment for the use of officers within the Service
21. Undertake any other appropriate duties as required by management or instructed by the service manager.

Internal Contacts: These include Property Negotiators, Resettlement Officers, Licensing and Enforcement teams, Corporate Complaints, officers in Housing Needs, No Resource to public funds team, Council Tax, Members, etc.

External Contacts: This will include Lewisham Homes, CAB, Landlords, Letting & managing agents, Solicitors, Utility companies, Local Government Ombudsman, Crownsavers

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: **NONE**

Title:	Grade	No of posts
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Number of partially managed staff: **NONE**

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Accommodation Accounts and Payments Officer
DEPARTMENT: Housing Regeneration and Public Realm

POST NO:
GRADE: Sc6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**
Understanding of how equality and diversity relates to this post **S**

Knowledge

Good knowledge of how to deliver a first class customer focused service **S**
Good knowledge of the issues that face homeless households
An understanding of effective financial management **S**
Knowledge of budgetary controls, financial regulation, contract management and standing orders. **S**
Basic knowledge of interpreting and providing statistical information. **S**

Aptitude

Performance driven and able to meet targets and prioritize competing demands
Flexible approach to work, and contributing to the work of the team.
Ability to set up systems to record data and keep records, as well as analyze complex statistical and financial data.
Ability to work on own initiative and as part of a team
Ability to meet performance targets and deliver positive outcomes

Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

Excellent customer care skills.

Ability to effectively use a broad range of computer software including but not limited to Excel and Microsoft Office. S/T

Ability to work in a pressurised service.

Experience

Experience of managing competing demands and working on own initiative. **S**

Experience of accounting and good practice. **S**

Experience of creating and maintaining accurate data sets. **S**

General Education

Good standard of general education.

Commitment to customer care.

Must be able to work flexible hours.

Personal Qualities

To be personable and presentable

Organised and target driven

Able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues and other external contacts

Commitment to high levels of attendance and punctuality

Flexible and proactive, with a commercially-minded approach to developing services and sustaining relationships with landlords

Willingness to undertake home visits which are effective and take into account health and safety requirements.

Circumstances

Flexible approach to working hours, able to attend meetings outside normal office hours (including evenings) and to work reasonable additional hours as required

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post