

# FINANCE SUPPORT

**REPORTING TO:**

Managing Director

**NO. OF DIRECT REPORTS:**

None

**MOBILITY:**

95% office based

**LOCATION:**

Meriden

**DRIVING LICENCE:**

Useful

**HOURS:**

20 - 25 hours per week

## KEY RESPONSIBILITIES

- To input all payments received by tenants onto the system on a daily basis using a designated format in line with Company Standard.
- To anticipate and monitor all rent payments due on a daily basis and compile a list of non-payers, assisting your Line Manager to recover unpaid rent as appropriate using adopted process in line with Company Standard.
- To calculate rent payments due to landlords, allowing for any agreed one-off deductions, on a daily basis, and to key payments on banking system ready for authorisation by your Line Manager.
- To assist in authorising contractor payments, to cross-charge them to landlord accounts and then to key payments to contractors on a weekly basis ready for final authorisation by your Line Manager. To prepare corresponding E-mail remittance advice to those contractors who have been paid
- To produce rental account statements for landlords on a monthly basis either by E-mail or by printing statements for posting and to ensure that all year end statements are sent to all landlords by E-mail and by post, as appropriate within one month of financial year end.
- To cross-charge renewal fees, re-find fees and landlord gas safety invoices to landlord accounts and any other invoices, as appropriate, to ensure that company revenue is protected and any losses tracked at all times.
- To deal with any rent payment queries from tenants or landlords, and requests to move rent day, as well as any invoice queries from contractors.
- To support your Line Manager in managing tenant Deposit protection schemes so as to ensure that the weekly audit of Client Monies accounts are 100% accurate at all times.
- To ensure that all new tenant application fees are correctly input showing their deposit, application, administration fees and first month's rent payments.
- To provide your Line Manager with financial reports and assist with monthly revenue forecasts, and assist in production of weekly KPIs.

## PERSONAL QUALITIES

- Good communication skills needed to liaise with a variety of people including landlords, tenants and contractors.
- Effective in working alone to complete tasks or providing team support when needed. Able to take the lead role within teams or participate and contribute as required.
- Able to effectively manage workload in order to deal with conflicting requests from clients and changing priorities.
- Able to prioritise and regularly review processes until completion.
- Good planning skills to ensure that realistic deadlines are agreed and met.
- Keen to learn new tasks and to look for ways of improving existing internal procedures. Ability to speak up and engage in positive discussion about procedures without being asked. Ability to share ideas in a positive way.
- Flexible approach in dealing with ad-hoc projects according to the needs of the business.
- Accuracy in communication and in following-up tasks. Strong desire to get things right, check and examine detail so as to provide a high level of client focus.

## PROFESSIONAL QUALIFICATIONS/EXPERIENCE

- Good keyboard skills and knowledge of Word and Excel. Experience of using databases and internet-based applications.
- Good level of written communication in writing to landlords, tenants and contractors.