

**Job Title:**

**Rent and Service Charge  
Manager**

**Department:**

**Communities**

**Reporting To:**

**Communities Director**

Please note: this job description outlines key responsibilities and duties but is not exhaustive. Additional tasks may be assigned as needed to support Magenta Living's goals and objectives.

## How your role will contribute to **Magenta Living's Purpose, Vision & Values:**

**Our Purpose:**

Empowering people is our purpose.

**Our Vision:**

We believe in opening doors to homes full of love, communities full of life and a world full of possibilities.

**Our Values:**

*'Do the Right Thing'.*

This is the thread that weaves our actions, decision-making, and connections.

- Implement and manage the Service Charge Framework across all tenures.
- Ensure service charge estimates and actuals are accurate, transparent, and updated annually.
- Prepare service charge accounts in line with legislation and lease agreements.
- Provide expert advice to service owners, budget holders, and staff on rent and service charge matters.
- Ensure integrity of service charges for all current and new stock.
- Respond to audit recommendations and maintain effective service charge administration.
- Map and analyse service charge costs to inform future collection strategies.
- Set and manage estimated service charge budgets, including for new schemes.
- Oversee rent setting for social and affordable rent properties, ensuring accurate valuations.
- Maintain accurate records of all charges and collections.
- Act as the primary contact for internal teams and customers regarding rent and service charges.
- Ensure timely issuance of service charge schedules and accurate financial data recording.
- Communicate effectively with all customers across written, verbal, and digital platforms.
- Lead customer consultations on service charge changes or implementations.
- Produce reports for committees and boards, attending meetings as required.

At **Magenta Living**, our **Purpose, Vision & Values** aren't just words that sit on a page.

They serve as a constant reminder of **why we do what we do**.

*Let's all **#BeMoreMagenta**.*



## What you will bring to us:

### Essential Skills & Experience

- Proven experience in accounting and managing service charges, with strong understanding of related financial processes.
- In-depth knowledge of service charge regulations, including legal requirements such as Section 20.
- Demonstrated experience working within a housing association service charge team, including setting, monitoring, and managing charges.
- Solid understanding of leases, tenancy agreements, and associated legal obligations.
- Strong organisational skills with the ability to manage workload independently and meet deadlines.
- Effective communicator, both verbally and in writing, with the ability to liaise confidently across teams and with external partners.
- Excellent numeracy skills and attention to detail.
- Collaborative approach to working with internal departments and external stakeholders.

### Education & Qualifications

- Educated to GCSE level, including Mathematics and English Language.
- AAT, CIMA, or ACCA qualification (part-qualified or fully qualified) desirable.
- Strong ICT, literacy, and numeracy skills, with advanced proficiency in Microsoft Excel and Office 365, and the ability to analyse complex data.
- Willingness to undertake relevant training and qualifications funded by the organisation, including mandatory courses required for all Magenta Living employees.

**This role is not subject to a mandatory DBS check.**

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