

tlc

Exceptional Estate Agents : Caring Community Curators

Job title: Service Charge Accounts Specialist and Client Relationship Builder

Reporting to: Melissa Sampson and the Directors

Salary: Negotiable dependent on skills and experience

Ideal Office Hours: 09:00 – 18:00 Monday – Friday

Working Hours: Monday – Friday

Purpose of the position

Our team needs an enthusiastic, dynamic, superbly organised, and committed individual who can help progress our Service Charge Accounts Department of our successful and unique Estate Agency. You will be working with Melisa, Sindy, Mihaela, Caterina and the Block Management Team to ensure that the department is organised, effective and runs smoothly and that we build the very best relationships with our Landlords and Tenants that we can. The department is the most important in the business because at the end of the day the one thing we must get right above all else for the Clients is their financials! If they can trust that we will excel in the financials then they will trust us with everything else and we will have a great Client for life.

Ideal Responsibilities & duties

Responsibility 1 – Creating and maintaining strong client relationships with our Landlords and Tenants. Ensuring that a firm trust is established from the outset so that communication is fluid, easy, and frequent. Strong communication skills and the ability to listen are key.

Responsibility 2 – Regular Reconciliation of the Client bank accounts within Blockman to make sure all transactions are logged and correct. We pride ourselves on being up to speed almost on a daily basis, keeping arrears to a minimum and ensuring that we pay our suppliers punctually.

Responsibility 3 – Dealing with all the purchase ledger duties as well as the wider physical and digital files that will be audited annually so they need to be meticulously kept. Once they reach you then you are the last line of checking and will need to make sure that the files find their way to the cabinet in perfect ARMA audit-ready heaven.

Responsibility 4 – You will need to work closely with Block Management and advise of monies in, chase any arrears, let the Team know when funds are getting tight on a building, and help manage those

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expectations. Get used to and confident at producing a number of reports on our current software (Blockman – seems really easy to grasp so hopefully this will be a cinch!).

Responsibility 5 – Issuing Service Charge demands and making sure they are legally compliant and financially perfect. Following up the demands with reminders when necessary and keeping a tight grip on the credit control aspect to minimise any arrears.

Responsibility 6 – Preparing and checking all building Year End Accounts both before and after being sent to the external accountants for certification. You will need that eye for detail and liaise with the building managers if anything doesn't look right or needs adjusting.

Responsibility 7 – Finally you will be expected to speak to our Clients and involve yourself in the community we serve. We are proud to be an integral part of the community in Earls Court and as such help run a plethora of events throughout the year; some of which you will be expected to attend. These events are our opportunity to really get to know our Clients and for them to get to know us; they show we care and that we really are a cut above the rest.

Academic & trades qualifications

ARMA Client Money regulatory / audit requirements experience is key
General Accounting expertise and / or qualifications helps!

On the job qualifications we support in the role:

- ARMA training
- Accountancy progression training
- Advanced Microsoft office courses
- Anything else you believe will improve you and your career with us.

Work experience & skills

Service Charge accounting experience is going to be essential – in particular ARMA audit regulations

Microsoft Office competence

Blockman and Reapit software familiarity will help but is not essential

General exceptional references from previous employers are definitely going to be key.

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Personal qualities & behavioural traits

Planning and Organisation Guru – The whole team will be relying on the relationships you build so you're going to need to excel in this field.

Communication and Reaction – you will be the face and voice of the company so the ability to listen and understand what is needed in any situation is key. The ability to then communicate with our clients and your team making sure you all have / know what you need to be exceptional.

Team Player – This is essential as we judge ourselves as a unit and our teamwork and team spirit is key to our success.

Hard-working and fun – we bundle the two together here because you need to be a driven and committed individual wanting to excel at your job and also create a good atmosphere in the process. Whilst you are successfully doing that, we want to ensure that the role and environment is as productive and fun as it can be so that it keeps TLC as one of the best places to work. We like to reward and celebrate with staff for jobs well done – for us the two are always hand in hand.

Naturally inquisitive and problem-solving aptitude – Accounts is a precise science and every last penny needs to match and balance. You need to be keen to get to the bottom of any potentially unallocated monies and ensure that there are no mysteries in accounts!