

GREENWICH COUNCIL

JOB DESCRIPTION

Directorate	Housing & Safer Communities
Section	Housing IT
Designation	Accounts Officer
Grade	SO1
Reports to	Principal Housing IT Officer

Main Purpose of the Post

To be responsible to the Principal Housing IT Officer for undertaking the administration of rent and associated accounts and for supervising the work of a Business Systems Assistant as assigned.

Main Duties

- I. To have responsibility for the management and accuracy of rent accounts in accordance with financial regulations and Audit requirements including;
 - Adding & removing insurance, garage, disability allowance and Telecare charges as requested.
 - Managing wage deductions as requested, daily liaison with the employee and HR. To monitor such accounts, ensuring the correct amount is deducted from salary and reaches rent account.
 - Calculating, preparing and submitting refunds, liaising with Tenants, Benefits and Tenancy services staff. Check/verify information received, including checking for other debts within the Council & transferring balances as necessary.
 - Undertaking adjustments, changes to accounts in respect of Housing Benefit claimants or legal department Court Costs.
 - Dealing with complex missing payments and unallocated items in relation to rent and other accounts, including liaison with external agencies, corporate finance and tenants to rectify these situations.
 - Daily reconciliation of suspense accounts, movement of monies to other accounts with Greenwich Council.
 - Managing weekly Home loss, Disturbance and redecoration allowance payments, including liaising with tenants, and other internal and external teams.

To undertake these duties ensuring the utmost accuracy, to ensure the tenant is not inconvenienced and the Council does not suffer financial loss.

2. To deal with complex account queries from tenants by telephone, correspondence or interview and to liaise with external agencies including all major Banks and Building Societies, Solicitors and internal departments as appropriate.
3. To deal with enquiries from Members and MP's and Managers at all levels.
4. To Run system reports and reconcile account balances, payments, adjustments and Benefit payments and produce returns for corporate finance.
5. To represent the Business Systems Team at meetings with internal departments i.e. Corporate Finance, Legal etc.
6. To supervise the work of a Business Systems Assistant as assigned and to provide training of staff on accounts matters as required.
7. To operate computer systems in accordance with established procedures and the requirements of Data Protection legislation.
8. To provide administrative support within the team and undertake any work appropriate to the level and general nature of the post's duties.
9. To take on-line payments on behalf of the Council.
10. To be proactive in recommending solutions, best practise and to help identify developments required in IT systems and take part in the testing of developments to these systems.
11. To organize and prioritise workload ensuring performance standards are met.
12. To administer the Housing Direct Debits Scheme including
 - Taking direct debit instructions over the phone & ensuring these requests are created
 - Managing transfer of files / data between Royal Borough of Greenwich and BACS
 - Scrutinise returns and adjust accounts accordingly with the stipulated deadlines to ensure the Council does not incur costs.
13. To manage the sundry debtor function for Housing including creating accounts, adding adjustments, calculating VAT charges and cancelling charges where appropriate.
14. To have a detailed knowledge / understanding of accounting including Financial Regulations, Audit Requirements and Technical processes and an understanding of Housing policy.
15. To carry out all duties with due regard to the provisions of health and safety regulations and legislation, Data protection legislation, Freedom of Information Act, the Council's equal opportunities and customer care policies, and any local agreements.