You will be part of the team responsible for ensuring our customer rent accounts are administered in an appropriate manner, including the timely allocation of rent receipts. You will ensure the accuracy and integrity of the accounting systems with sub ledgers through account reconciliation and undertaking adjustments where necessary to ensure accurate reporting of accounts.

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**What are my key responsibilities?**

* Complete appropriate calculations and reconciliations to ensure that customer rent and service charges are applied to MIS in an accurate and timely manner.
* Post all receipts and appropriate rent adjustments in an accurate and timely manner.
* Maintain the rent suspense account, allocating payments and rent refunds on request.
* Ensure that customer related charge increases are applied correctly to MIS accounts and undertake the recalculation of direct debits.
* Ensure proper controls are in place and monitored to ensure integrity of Direct Debit, Allpay, Universal Credit, Housing Benefit and Recovery, Discretionary Housing Payments (DHP), standing orders, cash and cheque transactions.
* Reconcile MIS and OPEN accounts to ensure integrity of the rent accounting systems, resolving accounting errors or identifying system errors which need further resolution.
* Undertake self-audit procedures to ensure compliance to Financial Standing Orders with relevant policies and procedures, including cash handling, vouchers and any other requirements.
* Liaise with customers and colleagues to provide information relating to accounting transactions and to deal enquiries ensuring compliance with GDPR regulations.
* Promote cost-effective methods of payment or service enhancements and assist in the development of new processes and procedures to ensure continuous improvement and VFM.
* Undertake other duties from time to time commensurate with the role as directed by senior colleagues within the finance team.

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**Relationships**

* You will report to the Revenue Support Team Leader.
* You are required to support and engage with different parts of the business.

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**Role Requirements:**

* It is desirable to have an accounting qualification (e.g. AAT) or appropriate relevant experience.
* Ability to develop and undertake effective control systems including reconciliation of accounts, and to understand the impact of transactions on other areas within Finance and other departments.
* Experience in a high-volume transaction processing environment.
* Good customer service skills.
* Good IT skills and ability to create, analyse and interpret data from various systems and design complex spreadsheets
* The ability to interpret and work to policies and procedures.
* Ability to communicate effectively both verbally and in writing.
* Ability to work under pressure, prioritising workloads appropriately to produce results to deadline.
* Knowledge of accounting, audit and reconciliation techniques.
* It is desirable to have experience in a housing or rent accounting environment.

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**whg’s values and behaviours**

* whg has an ambitious aim to be an exceptional place to work that attracts, develops and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues. The values set out in The Plan identify the behaviours that all colleagues are expected to display.

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| --- | --- |
| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |
|  |  |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |