

**Job Description**

**1.** **JOB DETAILS**

 **Job Title:** Finance Operations Assistant

 **Location:** Scotland

 **Team/Directorate:** Finance

 **Responsible To:** Finance Manager

 **Responsible For:**

# 2. JOB PURPOSE

To provide the day-to-day general management and administration of the properties operated by Cairn Homes & Services Ltd (CHS).

To provide day to day financial accounting and administration services (with particular focus on factoring) to ensure the proper functioning of the finance team and support to other parts of the association.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Ensure appropriate registration as a landlord with the Local Authority, including annual renewal.
* Responsibility for the collection and posting of rent.
* Liaising with tenants.
* Initial rent arrears work excluding legal work and any eviction proceedings.
* Managing Key-holding and property inventory service.
* Managing all property maintenance matters, to include required periodic testing of services and equipment, and arranging for repairs to be carried out using registered contractors.
* Carry out property inspections 3 months and 6 months after the date of signature of the lease, and 6 monthly thereafter.
* Marketing of properties available to let, including advertising on CHS and CHA website.
* Vetting and review of all prospective tenants, ensuring applicability for Full and Mid-Market Rental where appropriate.
* Arranging for potential tenants to view properties, initial meetings, lease signing.
* To process purchase ledger invoices and co-ordinate the authorisation of expenditure for Cairn Homes & Services, ensuring invoice coding is accurate and that VAT has been applied correctly.
* Ensure all Factoring Invoices are accurate, issued timeously and correctly processed.
* To carry out any other reasonable tasks as required.

**3.2 Key Performance Indicators**

|  |  |
| --- | --- |
| Operating Margin | Operating Margin (Social Housing Lettings) |
| EBITDA MRI % | Gearing % |
| Reinvestment % | Investment in Communities |
| Return on Capital Employed | Responsive Repairs to Planned Maintenance Ratio |
| Social Housing Cost per Unit | Management Cost per Unit |
| Maintenance Cost per Unit | Service Charge Cost per Unit |
| Overheads as a % of Total Expenditure | Interest Cover Covenant |

# 3.3 Key Contacts – Internal & External

# External Audit

* Internal Audit
* Home Owners
* Tenants
* Internal colleagues at all levels throughout the group

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**Finance Operations Assistant**

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | HNC in accounting or at least 2 years relevant experience.OrCIH Qualification | Membership of, or willing to work towards AAT, HNC accounting or CIH qualifications |
| Experience | 2 years relevant experience | Experience of working with large volumes of invoices.Experience of complying with procedures and querying errors.Experience of using accounting software.Experience of working and supporting colleagues in a busy team. |
| Knowledge | Good working knowledge of IT applications, in particular Microsoft Office.  |  |
| Skills | Ability to assess, prioritise and organise workloads effectively, to work under pressure and meet deadlines.Ability to challenge the views of stakeholders and manage expectations whilst maintaining appropriate relationships through strong interpersonal skills.Strong analytical and numerical skills.Ability to set and adopt given targets, monitor own performance against targets and apply continuous improvement practices.To be able to work on own initiative and make decisions adhering to Regulations as well as being able to work as part of a team. Excellent verbal and written skills.Attention to detail. | Experience of the housing sector. |
| Personal attributes | A positive, problem solving attitude.Able to accept responsibility and show initiative.Confident and enthusiastic; flexible and adaptable.Commitment to continuous personal development and a willingness to undertake training. |  |
| Additional requirements | Post holder may be required to travel to other offices and to property locations. |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**