

Neil Douglas Block Management Ltd

The Dutch Barn
Manor Farm Courtyard
Manor Road
Rowsham
Aylesbury
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Service Charge Accounts Administrator

- **Salary range £20,000 – £24,000 per annum**
- **37.5 hours per week**
- **Permanent position**
- **Opportunity to learn new skills**

The job

An exciting opportunity has arisen for an accounts administrator to join our thriving residential block and estate management business, located in Buckinghamshire.

We are looking for conscientious and organised individual to join our friendly team of thirteen property professionals, based near Aylesbury.

The successful candidate will provide accounts and administrative support to our clients, who are Residents Management Companies responsible for the management of blocks of flats and estates.

Working with our property managers and a small team of colleagues your objective will be to aid our clients to effectively manage the service charge for each development including:

- Invoicing leaseholders (property owners) for their contribution to shared costs
- Sending reminders to late payers
- Dealing with queries from leaseholders about their accounts
- Paying supplier invoices on behalf of clients
- Reconciling client bank accounts
- Creating regular financial reports for clients
- Collating financial information for external accountants
- Attending client meetings

In addition, you will assist with company administration for our clients, the organisation and administration of company meetings and the provision of information to conveyancers when a property changes hands.

This role not only offers the opportunity for the successful candidate to learn about this particular field of financial management but also to develop new skills in helping us to improve our use of new software systems.

The successful candidate will be IT literate, with a keen interest in developing their IT skills, with excellent attention to detail, strong interpersonal skills and the ability to organise their time effectively. As well as being a team player they will be able to work on their own initiative and think creatively.

They will be working for an ambitious and forward-thinking company that encourages professional development. We anticipate the Institute of Residential Property Management will soon be offering qualifications for service charge accounts professionals. We are keen for the successful candidate to gain qualifications in this area and will support this.

Residential Block and Estate Management
www.neildouglas.co.uk

Neil Douglas Block Management Ltd. Company Number: 07283365
Registered Office: The Dutch Barn, Manor Farm Courtyard, Manor Road,
Rowsham, Aylesbury HP22 4QP



Experience of working in property would be an advantage but not essential. We would prefer someone educated to degree level. You must have a willingness to be flexible and be keen to acquire knowledge and skills. A full UK driving licence and your own vehicle are also required.

About us

Neil Douglas was built to provide a more satisfying experience for those needing help and advice in managing their properties.

Founded in 2006, we have built a legacy in property management, growing a diverse portfolio of clients through client recommendations and a staunch reputation across Buckinghamshire, Hertfordshire, Oxfordshire and North-West London. Now a team of 13 and growing, we have expanded our portfolio to over 85 clients through developing trusted, long-term working partnerships with leaseholders and directors of Residents Management Companies.

At Neil Douglas, we do things a little differently. We believe that property owners - not freeholders, or developers - should oversee the management of shared areas and be empowered to make their own decisions with the guidance of their Residents Management Company. We think creatively and offer up choices that other agents may not, helping clients see exactly what the best decision could be for them.

We believe in working in partnership with our clients, sharing our knowledge and experience to help them make informed decisions about the property with mutual understanding. Collaboration is at the core of everything we do and we filter this through every channel of our business, creating open working relationships built on regular communication, clear information and a bottom-line of trust.

Hours of work

This role is for 37.5 hours, 9am – 5.30pm, five days per week, with 1 hour for lunch.

Occasional evening work will be required when meetings have to be arranged outside of office hours. Time off in lieu or an overtime payment will be given when work is undertaken outside of core office hours.

Length of appointment

This is a permanent appointment and we anticipate that the successful candidate will have the opportunity to progress within the company on successful completion of IRPM qualifications.

Salary and holidays

The salary will be agreed with the successful candidate. The salary will be paid monthly in arrears by BACS.

The office is closed on Bank Holidays and these days will be paid as part of a paid annual leave entitlement of 28 days per annum.

Neil Douglas operate a pension scheme with Aviva and all staff are auto enrolled into the scheme.

How to apply

Please email louisa.myatt@neildouglas.co.uk with a covering letter explaining what you could bring to the role and attaching a copy of your curriculum vitae.

Detailed job description – Service Charge and Property Transfer Co-ordinator

Main responsibilities

- To process supplier invoices for payment – add to our block management software, arrange payment and file
- In liaison with the relevant Property Manager, to prepare and send out service charge demands (software generated) to the owners of the flats in the blocks we manage
- Monthly or quarterly, to reconcile the client account bank statements with the transactions in the block management software and to provide a report for the property managers to send to clients with their monthly update
- Send reminders to late payers in accordance with the late payment procedure
- To deal with enquiries from flat owners (leaseholders) about their service charge account and inform them how to make payment, set up a standing order etc
- Preparing a summary of a block's annual income and expenditure (software generated) so the accountant can prepare service charge and company accounts
- Provide information requested by solicitors / conveyancers – how to order a leasehold enquiries pack, providing statements of account etc.
- Attend client meetings with the Property Manager to take minutes and provide support.
- Updating the block management software when a property changes hands to add the new owners' details and send out new owners' pack
- Prepare and file the Confirmation Statements for each block with Companies House and inform them of any relevant changes during the year
- Adding details of new blocks we acquire to the block management software
- Contributing to the development of our systems and process, particularly in the use of our specialist block management software.
- Opening the post and distributing to it to colleagues to deal with
- Paying in cheques from leaseholders into the bank
- Supporting the Property Managers in managing documents - scanning, archiving and filing

Other responsibilities

- To integrate into a team environment and to provide support to your colleagues and manager
- To be familiar with all systems, procedures and legislation
- To project a professional image to the public and work colleagues
- To contribute ideas for how processes can be improved or the business can be developed
- To attend team meetings and training sessions and participate fully
- To demonstrate a commitment to personal professional development