

Kingston Role Profile

Title: Finance Officer

Reporting to: Client Finance Team Leader/Company Accountant

Date: May 2026

Purpose

Reporting to the Client Finance Team Leader and Company Accountant, the Finance Officer will form part of the service charge team. The scope of the role will be varied and requires initiative and attention to detail.

You will contribute to the efficient day to day running of the service charge team and finance department, providing support to internal and external customers.

You will be responsible for producing service charge budgets and accounts for properties with a variety of financial year ends, working in line with an agreed timetable. You will ensure the associated charges to leaseholders are issued and recovered in accordance with legislation and organisational policy.

Accountabilities

Operational

- Produce service charge budgets to agreed timescales.
- Prepare annual service charge accounts to agreed timescales.
- Issue demands (service charge, ground rent etc.) and set up direct debit payment plans.
- Monitor/analyse expenditure and costing of invoices and input journals to maintain accurate records.
- Liaise with external accountants, providing year end information and answering queries to ensure timely certification of accounts.
- Work with a number of property managers to provide finance support.
- Assisting with the day-to-day accounts functions within the Finance department as required.
- Continuously review existing routines and procedures and consider improvements.
- Provide excellent customer service to both internal and external clients.

Ad-hoc duties as required

Strategic

- Follow all policies and procedures in relation to health and safety and carry out relevant risk assessments.
- Take ownership of matters relating to areas of responsibility and contribute to the development of quality service standards across all of Kingston's services.
- Collaborate with other functions to ensure we give the best service to our customers and contacts.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high-quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive, and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day-to-day responsibilities of the role and taking action to mitigate those risks.

Desirable Skills & Experience

Essential criteria:

- Educated to GCSE standard including English and Maths at a minimum Grade C
- AAT Qualification (or equivalent)
- Sound experience of financial management systems
- Experience of providing financial services within a customer focused environment
- Ability to work to a high level of accuracy
- Excellent organisational and administrative skills
- Ability to work to tight deadlines
- A working knowledge of financial procedures
- A sound understanding of modern accounting procedures and techniques including Excel.

Desirable criteria:

- Recent experience of working in finance within Property Management
- I.T. skills including word processing and spreadsheets
- Ability to promote and deliver outstanding customer service
- A working knowledge of Direct Debits
- A working knowledge of Qube software
- Knowledge of a similar type and size organisation

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

