



Accountant Rents & Service Charges

Candidate Information Pack

October 2026



Welcome from the Director of Finance



Carron Morrow
Director of Finance
Housing Plus Group

Dear Candidate,

We have some exciting new opportunities within Housing Plus Group, and I am delighted that you are interested in joining our Finance Team.

Housing Plus Group has a clear purpose: We create places people are proud to call home. We provide homes, services and support that make a real difference to thousands of customers and communities, and Finance plays a vital role in helping us deliver that purpose.

Our role is about much more than numbers. We help ensure the organisation makes the best use of its resources so that we can continue to invest in our homes, neighbourhoods, customers and colleagues. By providing financial insight, strong governance and effective decision-making support, we enable the organisation to deliver sustainable services and achieve its long-term ambitions.

As with any great team, our people are our greatest asset.

This is an exciting time to join us. We have ambitious plans for the future, a strong focus on continuous improvement and a commitment to delivering excellent services for our customers. The roles we are currently recruiting to will play a key part in helping us achieve those ambitions.

We are recruiting for six specialist positions within our Finance Team. These roles offer an excellent opportunity to make a meaningful contribution, influence how we work and support the delivery of our strategic objectives.

We are looking for talented finance professionals who share our values and can bring expertise, ambition and a commitment to continuous improvement. Whatever your specialism, you will be joining a team where our behaviours guide how we work every day:

Own It – Make It Happen

We take responsibility and get things done. We solve problems rather than pass them on.

Improve It – Move Things Forward

We continually look for ways to make things better. We learn, adapt and embrace change.

Live It – Show Understanding and Compassion

We build strong relationships based on honesty and trust. We listen, support and work together.

This is a fantastic opportunity to join a growing organisation with a strong social purpose. The successful candidates will play an important role in ensuring we have the financial strength, insight and expertise needed to deliver more for our customers and communities, now and in the future.

If you are excited by the opportunity to make a real impact, work alongside talented colleagues and help create places people are proud to call home, we would be delighted to hear from you.

Thank you for considering a career with Housing Plus Group. I wish you every success throughout the recruitment process.



Carron Morrow
Director of Finance



Introduction

Housing Plus Group is seeking to appoint an **Accountant – Rents & Service Charges** as part of a wider campaign to recruit six key roles into its Finance function. These appointments form part of a newly structured finance model and are being made at an important time for the organisation, following organisational change and the creation of a broader, strengthened group structure.

This role is one of several new appointments being recruited in phase one of the campaign. The post is important because it supports one of the most technically sensitive and customer-facing areas of housing finance and helps ensure the organisation has the financial expertise, systems and controls required to support customers, colleagues and communities.

The successful candidate will join a finance team that supports a large and complex housing organisation, helping to ensure that rent and service charge processes are accurate, compliant and transparent while supporting strong financial controls, customer confidence and regulatory assurance across the Group.

The Opportunity

This is an excellent opportunity for an experienced finance professional with a strong background in rent and service charge management to take on a visible and influential role within one of the largest housing providers in the West Midlands. The role offers the opportunity to develop technical expertise, lead a small team and contribute directly to regulatory compliance, customer transparency and financial resilience.

The postholder will support the **Finance Manager – Rents & Service Charges** and will work closely with asset management and investment colleagues, helping budget holders understand financial performance, identify risks and opportunities, support the rent setting process, service charge cycle, data integrity, audit activity, customer communication and continuous improvement.

Commitment to Diversity

Housing Plus Group is committed to creating an inclusive working environment where colleagues are valued, supported and able to contribute fully.

The organisation is seeking people who will role model its values, support an inclusive and engaging culture, and work collaboratively across teams. The **Accountant – Rents & Service Charges** will be expected to demonstrate a strong commitment to equality, diversity and inclusion, in how they work with colleagues, customers and stakeholders.

Applications are welcomed from candidates who can bring different perspectives, experiences and backgrounds, and who share the organisation's commitment to delivering more for customers and communities.

About Housing Plus Group

Housing Plus Group is a major housing provider operating across Shropshire, Staffordshire and Telford & Wrekin. Following the merger of The Wrekin Housing Group and Housing Plus Group in January 2025, the new group became one of the largest social housing providers in the West Midlands, with around 33,000 homes and a significant regional presence.

The new organisation brings together two established housing providers with a shared commitment to improving homes, services and outcomes for customers. The organisation's priorities include listening to customers, improving services, increasing investment in existing homes, growing capacity to build more social homes, remaining connected to local communities, and providing more opportunities for colleagues. Public information confirms that the merged organisation plans to invest an additional £55 million in existing homes and will be a key developer of new homes over the next five years.

Our services include:

- Providing good quality, affordable homes for rent and shared ownership.
- Delivering repairs, maintenance and planned improvements.
- Providing care and support services.
- Investing in communities and supporting local initiatives.
- Working in partnership to build new homes and create opportunities.

Location and working arrangements

The majority of the Finance team is expected to be located around the Telford base at Colliers Way, although roles may also work across other sites within the wider Housing Plus Group footprint. The role is offered on a hybrid basis, with a minimum of one day per week in the office in Telford, with other flexible working arrangements available for discussion for the right candidate.

Why this role matters

The Accountant – Rents & Service Charges is important because it supports one of the most technically sensitive and customer-facing areas of housing finance.

The postholder will help ensure that rent and service charge processes are accurate, compliant and transparent. This includes supporting the rent setting process, service charge cycle, data integrity, audit activity, customer communication and continuous improvement.

The role matters because customers need confidence that charges are correct, well explained and fairly managed. It also matters because accurate rent and service charge information supports financial resilience, regulatory compliance and better decision-making across Housing, Asset Management, ICT and Finance.

Role impact

This is a significant opportunity to help strengthen customer confidence, regulatory compliance and financial resilience through the effective management of rent and service charge processes across Housing Plus Group.

Role Overview

About the role	
Job title	Accountant – Rents & Service Charges
Reports to	Finance Manager – Rents & Service Charges
Salary	£49,200 per annum
Location	Telford / hybrid working, minimum one day per week in the office
Working pattern	36-hour working week
People responsibility	2 direct reports, 1 indirect report, total team of 3

Purpose of the Role

To support the Head of Finance – Rents & Service Charges and the Finance Manager – Rents & Service Charges in delivering accurate, compliant and transparent rent and service charge management, while providing financial insight, operational support and effective leadership across the wider team.

Specific Focus of This Appointment

This role is focused on supporting accurate rent and service charge management, legislative compliance, customer transparency, audit readiness, data quality, cost allocation and team development.

Appendix

Terms, salary, benefits and a full job description and person specification are included in the Appendix.

How to apply

If you are interested in this opportunity, please submit a comprehensive CV and a one page supporting statement outlining your motivation for applying, how your experience aligns with the requirements of the role, and the value you would bring to Housing Plus Group.

Recruitment timetable	
Closing date	Friday 6 th November 2026
Seymour John interview process	Screening assessment, scoring and recommendations between 9 th – 11 th November 2026
Selection event	Friday 13 th November 2026
Final interviews	Friday 20 th November 2026

Confidential discussion

For an informal and confidential discussion, please contact:

John Lavictoire
Director & Founder, Seymour John Public Services
Mobile: 07921 480 947
Email: john@seymourjohn.com

John is leading this campaign on behalf of Housing Plus Group and would be pleased to discuss the role, expectations and process in more detail.

Appendix A – Terms, Salary and Benefits

Terms, salary and benefits	
Job title	Accountant – Rents & Service Charges
Reports to	Finance Manager – Rents & Service Charges
Salary	£49,200 per annum
Hours	36 hours per week
Annual leave	Up to 31 days, dependent on service
Pension	Enhanced pension contribution opportunities through Scottish Widows pension scheme; maximum employer contribution up to 14%
Other benefits	Giving Back Days; hybrid working; employee assistance programme

Appendix B – Job Description and Person Specification as Provided by Housing Plus Group

Job description – Accountant – Rents & Service Charges

Reporting to the Finance Manager – Rents & Service Charges

People responsibility

- Direct reports = **2**
- Indirect reports = **1**
- Total employees = **3**

Work Location:

Hybrid- minimum one day in the office per week

Summary of role:

This role of **Accountant-Rents & Service Charges** plays an integral part in the **Finance function** which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward

- Live it – Show understanding and compassion

Key areas of responsibility

The Accountant plays a key role in supporting the Head of Finance- Rents & Service Charges and the Finance Manager -Rents & Service Charges in delivering high-quality financial management, Insight and control across the group with a particular focus on rent and service charge management ensuring compliance with all current applicable legislation. Supporting the Head of Finance -Rents & Service Charges there is a responsibility to ensure systems, working documents and reports remain accurate, up to date, and remain within a robust control environment with regard to all matters in relation to the rent and service charge setting process.

- **Rent and Service Charge Management** – Assist the Finance Manager-Rents & Service Charges in delivering the end-to-end service charge cycle, including budgeting, setting, billing, reconciliation and year end statements across the Group. Maintain a general understanding of current legislation including the Landlord and tenant Act 1985 (s18-20, 20B, 21B); Commonhold and Leasehold reform Act 2002 (s.151) and associated Service Charges (Consultation Requirements) (England) Regulations 2003. Be familiar with the Regulator of Social Housing Rent Standard Guidance. To also support in the rent setting process ensuring compliance with the Rent Standard effective at the time and all legislation relating to the rent setting process
 - a. Support the Finance Manager -Rents & Service Charges to ensure all rents and service charges are accurate and fully compliant with statutory and regulatory requirements.
 - b. Work collaboratively with the Finance Manager-Rents & Service Charges and ICT to maintain and enhance the accuracy of rent and service charge data within the housing management system
 - c. Make an active contribution in the annual rent letter distribution process and production of service charge estimates and year-end certificates, under the direction of the Finance Manager- Rents & Service Charges and the Head of Finance – Rents and Service Charges.
 - d. Support the Finance Manager- Rents & Service Charges with internal and external audit processes relating to rents and service charges, acting as a contact for auditors and ensuring timely provision of evidence and responses.
- **Stakeholder management and communication** -Support the Finance Manager- Rents & Service Charges in the co-ordinating communication and engagement with key internal and external stakeholders.
 - a. Support the Finance Manager-Rents & Service Charges in working cross functionally with Housing, Asset Management, and Development teams to ensure cost capture is accurate, complete and reflective of services delivered in respect of service charges.
 - b. Collaborate with the ICT and Housing teams to ensure clear, accessible, and timely communication to residents regarding service charge composition, changes, and variances, championing transparency and customer understanding.
 - c. Support the Finance Manager-Rents & Service Charges with responses to resident complaints, tribunal cases, and audit queries, ensuring high-quality, evidence-based submissions.

- **Systems, Data and Continuous Improvement** – Support the Finance Manager- Rents & Service Charges in ensuring full compliance with reporting requirements and expectations of the Regulator of Social Housing.
 - a. Work with the ICT team to develop robust methodologies for cost allocation, apportionment, and recovery across all tenure types.
 - b. Drive continuous improvement in systems, processes and data quality to enhance accuracy, efficiency and value for money.
 - c. Support the wider Finance team across the business with cost estimation through the budget setting process ensuring cost estimates are evidence-based, well-documented, and aligned with service delivery, while identifying opportunities to maximise cost recovery.
- **Team leadership and Development**
 - a. Manage and develop a small team of Assistant Accountants, ensuring high performance, accuracy and continuous improvement
 - b. Allocate and manage workload to ensure deadlines are met and quality information is provided to internal stakeholders
 - c. Promote a collaborative, supportive team culture within the wider Finance function

Additional responsibilities:

- **Financial responsibility:** There is no direct financial responsibility for this role
- **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy “Health & Safety Responsibilities”.

- Responsible for ensuring that all of the Group’s Health and Safety policies and procedures are fully implemented and adhered to

➤ Data Protection:

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual’s remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Accountant- Rents & Service Charges

- A team working ethos with exceptional collaboration skills which motivate and inspire.
- Able to communicate, support the organisation’s priorities, culture and purpose.

- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- Professional qualifications- actively studying towards a recognised professional accounting qualification (for example, ACA, CIMA, ACCA, CIPFA) or a minimum of three years in a senior finance role and AAT qualified. (Essential)
- A minimum of two years' experience working within the rent and service charge setting environment (Highly Desirable)
- A detailed understanding of the applicable current legislation including but not exclusive to: Landlord and tenant Act 1985 (s18-20, 20B, 21B); Commonhold and Leasehold reform Act 2002 (s.151) and associated Service Charges (Consultation Requirements) (England) Regulations 2003. Be familiar with the Regulator of Social Housing Rent Standard Guidance (Highly Desirable)
- Experience of managing teams (Desirable)
- Technical financial expertise and advanced excel skills (Essential)
- Excellent awareness of designing and implementing financial controls (Essential)
- Experience of working with IT teams to design and implement effective financial processes and automation (Desirable)
- Ability to work independently to tight deadlines (Essential)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of **Accountant -Rents & Service Charges**

You will be required to complete continuous professional development, to further support your role and the Group.