

NHS PROPERTY SERVICES LTD

Job Description

Job title:	Property Management Accountant
Level:	1
Type of role:	Perm
Base:	Hull
Travel requirements:	Other zone offices, site visits and visits to London office as and when required
Responsible to:	Principal Property Finance Manager
Directorate:	Finance

Main purpose / scope of the role

The Property Management Accountant (PMA) is responsible for all aspects of property accounting within a designated portfolio of properties. The PMA role works closely as part of a team with other PMA's, AM and FM colleagues to ensure efficient and accurate accounting of our customer and company funds.

The PMA will initially provide support to their Central PMA colleague in gaining knowledge and understanding of the NHSPS properties and customers.

The day to day activities within the PMA role require the use of the Horizon and NAV systems.

Key Responsibilities

Billing and billing related activities including:

- Review of interim billing reports to assist in ensuring bills are issued to customers in an accurate and timely manner. Obtain approval from SPM's.
- Investigation of items appearing on the billing Exception reports including liaison with PM and FM colleagues to resolve any issues.
- Raising regular invoices and credit notes on Horizon.
- Calculate subsidy amounts and update regular charge records on Horizon.
- Raise Ad Hoc charges on Horizon and NAV.
- Raise adjustments on Horizon/NAV as a result of payment deals being agreed with customers.

Customer queries:

- Working with the Customer Service Centre (CSC) team and the Heads of Strategic Finance to investigate and resolve customer queries within the agreed KPI/SLA's.
- Attend customer meetings where requested by the HoSF team.

Service Charge and FM Accounting:

- Work with AM and FM colleagues in setting the property level budgets for each financial year.
- Loading Service Charge and FM budgets to Horizon using the Expense Recovery Management functionality.
- Running the Expense Recovery On-Account Calculation process on Horizon to allocate the Service Charge and FM budgets to customers to create the regular charge amounts used for billing.
- Investigate items appearing on the Expense Recovery On-Account Calculation Exception report. Liaise with FM and PM colleagues to resolve any data/allocation issues.
- Ensure that the Unit Apportionment's total 100% for all Service Charge and FM schedules to ensure full recovery of costs.
- Produce and verify backing documents (Annual Charging Schedules) for customers from Horizon.
- Regular review of expenditure allocations per property in Horizon – process any correcting journals.
- Service Cost Centre (Payroll) allocations to Horizon properties
- Complete year end service charge and FM income and expenditure reconciliations on Horizon.

Month End Process:

- Review of property level Income and Expenditure figures in line with the month end timetable.
- Process any month end adjustments in Horizon as required.
- Liaise with Financial Control and Finance FM Teams as required.
- Investigate variances and action corrections as required – liaise with PM/FM colleagues where applicable.
- Process post month end adjustments in Horizon if required.

Reporting:

- Using system generated reports to resolve queries – avoid use of manually created excel sheets.

- Produce reports for monthly financial review meeting.
- Review and resolution of issues identified by MI reports established as part of the Data Steering/Quality Group.

Financial modelling/cost analysis for customers.

Communication:

- Report to the PPFM to keep them informed of issues relevant to management of properties and customers.
- Share knowledge and information with other finance functions.
- Regular liaison with PM and FM colleagues.
- Regular liaison with Data Support Manager colleagues to ensure accounting adjustments are made as a result of data changes where applicable.
- Support the HoSF in ensuring good customer relationships are maintained.

Debt Recovery

- Support HoSF's team and Credit Control team in resolving issues to achieve debt recovery.

Accounts Payable

- Support budget holders in resolution of AP invoice queries

IAP Reviews

- Finance support in resolving queries/providing data on an Ad Hoc basis.

General

- Ensure key company KPI's are met both operational and scorecard related.
- Support the resolution of ad hoc auditor queries.

Person Specification

	Essential	Desirable
Qualifications	Recognised accounting qualification or qualified by experience in Property Accounting	
Knowledge	Good working knowledge of using Qube Horizon or an equivalent recognised property management system. Good working knowledge of Microsoft Dynamics NAV system or equivalent Accounting system.	
Experience	Prior experience in an equivalent PMA role. Detailed understanding of property accounting terminology.	Minimum of 4 years experience in an equivalent PMA role.
Skills	PMA experience in the following areas: <ul style="list-style-type: none"> • Billing using a PMA system • Year end service charge reconciliations on a PMA system. • Property VAT knowledge • Reporting from a PMA system • Data entry and management of data for properties and occupancies on a PMA system. 	Problem solving using a PMA system and additional software as required eg Excel, Smartsheets.
Personal qualities/abilities	Commitment to delivering a high quality service. Ability to establish and adhere to deadlines. Well organised, able to prioritise tasks and work under pressure	