

March 2025



Job Description: Management Accountant – Customer Experience & Responsive Maintenance

Reports to:
***Finance Manager (Management
Accounts and Payables)***

Department: *Finance*
Direct Reports: One

Job Purpose:

- Provide a high-quality business partnering service to the Customer Experience Directorate, supporting budgets, forecasting and management information.
- Provide a high-quality business partnering service to the Responsive Maintenance Directorate, supporting budgets, forecasting and management information.
- Effectively manage and support the Accounts Officer to ensure fleet costings and claims are managed and all DLO invoices processed correctly.
- Work collaboratively across the respective business areas to ensure SAP is fully utilised and create any reports and dashboards as required.
- Completion of quarterly VAT returns . This includes partial exemption calculations and ensuring compliance with Making Tax Digital requirements.

Main Duties & Responsibilities:

- Co-ordinate the month end management account process for the Directorates. Provide timely and accurate reporting of management information, investigating variances, correcting errors where necessary and providing explanations on departures from budget
- Co-ordinating the annual budget process, consolidating budget packs and preparing draft budget reports for the Directorates responsible for.
- Conduct regular meetings throughout the year to discuss variances and agree reforecasting as required.
- Responsible for ensuring SAP reports are in line with accounting reporting requirements and that all transactions are coded correctly

Main Duties & Responsibilities continued:

- Monitoring and reconciliation of balance sheets accounts, ensuring that financial control policies and procedures are adhered to.
- Provide support and advice to both finance and non-finance colleagues in their understanding of financial performance, controls and systems.
- Support Internal and External audit queries and process.
- Support the development and monitoring of financial policies and procedures.
- To assist with any relevant corporate projects, system upgrades and system implementations.

General Duties & Responsibilities:

- Ensure all health and safety related policy, procedures, safe systems of work and control measures are implemented.
- Ensure all our records are accurate and maintained in line with appropriate guidelines including confidential and GDPR and make effective use of our ICT applications.
- Assist and support in the preparation of any reports to Leadership team, Board or committees as required.
- Undertake other duties and responsibilities as may be specified by the Finance leadership team which are commensurate with the level of the job.
- Be a positive ambassador who Lives Our Values Everyday through effective partnership working help us achieve our ambitions.

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Personal Specification:

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Education & Qualifications: (E = Essential / D = Desirable)

- Working towards a professional finance qualification (ACCA/CIMA) or part qualified by experience (D)
- AAT Qualified or qualified by experience in a similar position (E)
- Degree level education or equivalent through relevant training/experience (E)
- A-Level education or equivalent through relevant training/experience (E)

Experience: (E = Essential / D = Desirable)

- Experience of leading on management accounts and reporting (E).
- Experience of line management/supervision (D)
- Experience of working with budget holders and preparing budgets and forecasts (E).
- Experience of working within the social housing sector (D)
- Experience of operating within a diverse organisation (E)
- Experience of working to tight deadlines (E)

Knowledge: (E = Essential / D = Desirable)

- High levels of numeracy and literacy (E)
- Knowledge of best practice regarding VAT accounting, including partial exemption and compliance with MtD (D)
- Knowledge of Excel, to an intermediate level (lookups and pivot tables) (E)
- Understanding and ability to implement change to improve systems, ways of working and to ensure that the services provided continue to meet the changing need of our customers (D)
- Experience of operating within a diverse organisation (E)

Skills: (E = Essential / D = Desirable)

- Comfortable to collate, analyse and interpret complex data (E)
- Excellent interpersonal communication skills and confidence in delivering complex information in a readily understandable way (E)
- Ability to network and build effective relationships with key colleagues across the organisation. (E)
- Effectively gathers, analyses and utilises information (E)
- Uses problem solving and decision-making skills (E)
- Able to collate, interpret and present complex data from a wide range of sources in a business focused and user-friendly way (E)

Personal Attributes: (E = Essential / D = Desirable)

- Adopts a confident approach and can challenge effectively (E)
- Always supports and demonstrates organisational values (E)
- Develops and sustain effective working relationships (E)
- Demonstrates drive, determination and self-motivation (E)

Our Values:

- **Caring:** We care about people and achieving results
- **Responsive:** We put our customers first, giving great service and doing what matters most to them
- **Passionate:** We take pride in what we do and always strive to do better.
- **Inclusive:** We work together and value each other
- **Dynamic:** We have a positive, solution-oriented attitude
- **Honest:** We have high ethical values, standards and strong governance.

