

JOB DESCRIPTION

VERSION 3: March 2018



JOB TITLE:	CLIENT ACCOUNTANT
COMPANY:	SDL Property Management
REPORTING TO:	TEAM MANAGER
DIRECT REPORTS:	N/A

ABOUT US

Revolutionising customer's experience means everything to us at SDL. We thrive on grabbing the market and driving change to make our customers lives better and easier. It's what drives us each day to make a difference and shake the industry because customers deserve more.

We believe that people are our greatest asset and by coaching, supporting and giving them the freedom to add their individual flair that they gain skills both for now and in the future. Enabling them to become more than they dreamt possible to always finding a better way for customers.

LIFE AS THE CLIENT ACCOUNTANT

The Client Accountant is key to our property management services. They manage all of our client accounting duties not just in the West Midlands but throughout the whole of England to help create places our residents are proud to live in, our investors are proud to own and we here at SDL Group are proud to manage.

DUTIES & RESPONSIBILITIES

- Looking after a portfolio of Residential developments efficiently.
- Preparing and closing Service Charge Year end Accounts.
- Liaising with internal and external stakeholders to build great relationships therefore providing an excellent level of service.
- Using our in house systems to update key account information.
- Attending meetings and liaising with clients, lessees, professional advisors and colleagues.
- Ensuring that all Statutory Notices are served with the relevant paperwork in accordance with current legislation.
- Working collaboratively with other teams within the Accounts department to resolve any queries that may arise.
- Promptly responding to any lines of communication in to the team.

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PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
KNOWLEDGE & QUALIFICATIONS	
<ul style="list-style-type: none"> Knowledge of MS office package with good understanding of Excel AAT qualified or qualified by experience 	
EXPERIENCE	
<ul style="list-style-type: none"> Previous experience within a property company in an accounts function Previous experience of working in a busy office environment. Previous experience of working to multiple, concurrent deadlines and managing own workload. 	<ul style="list-style-type: none"> Previous knowledge of Qube with ability to navigate system and interrogate data.
SKILLS & COMPETENCIES	
<ul style="list-style-type: none"> Good communication skills both written and verbal Time management and prioritisation Managing multiple tasks concurrently Attention to detail Able to professionally manage customer complaints and queries 	<ul style="list-style-type: none"> Decision making/problem solving in a professional capacity
OTHER	
<ul style="list-style-type: none"> Successful completion of Pre-Employment Screening (PES) Legally entitled to work in the UK Willingness to undertake staff training and development as required Ability to work as part of a team Flexible attitude towards work Self-motivated, uses initiative 	<ul style="list-style-type: none"> Full UK Driving Licence

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<ul style="list-style-type: none">▪ Be able to work to tight deadlines when necessary	
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