YMCA BRIGHTON

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Finance Officer

Central Services

Job Description & Person Specification

Role Overview

The Finance Officer is responsible for the effective day-to-day administration of YMCA Brighton's rent control system. The role ensures accurate processing of Housing Benefit (HB), resident account maintenance, and financial reporting.

This post combines rent management expertise with general accounting support, requiring strong attention to detail, confidentiality, and excellent organisational skills.

The postholder will develop an understanding of YMCA Brighton's supported housing services and the role that effective rent management plays in supporting tenancy sustainment, income maximisation, and positive outcomes for residents. The role requires the ability to balance robust financial controls with a resident-focused approach, recognising the challenges that residents may face in managing rent liabilities, benefits, and personal finances.

This post supports project teams, residents, the Finance Manager and the Senior Leadership Team (SLT) by:

- Providing reliable information.
- Resolving anomalies.
- Ensuring compliance with relevant procedures and financial controls.



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Job title	Finance Officer
Reporting to	Finance Manager
Responsible for	No direct reports
Location/Project	Central Services - Brighton



Key Responsibilities

Rent Administration & Resident Account Management

- Maintain and administer rent accounts across all projects, ensuring accurate recording of entries, exits, room moves, and all resident account changes.
- Process End of Week paperwork received from every project, updating resident records accordingly.
- Review and verify all End of Week (EOW) banking payments.

- Post weekly rent and service charge transactions onto Pyramid every Monday.
- Set up new residents, close accounts promptly upon exit, and ensure all changes are promptly processed.
- Monitor and report on voids.

Housing Benefit Administration

- Respond to enquiries from Housing Benefit teams, DWP, and other agencies, coordinating with the Finance Manager where necessary.
- Check and process HB overpayment invoices, querying discrepancies, and requesting reassessments when required.
- Post all HB to resident accounts, ensuring correct date allocations and noting any changes in entitlement.
- Run HB reports following schedule uploads, reconcile results, and confirm outcomes to the Finance Manager.
- Monitor HB payments following monthly reporting, identifying shortfalls, suspensions, cancellations, or entitlement issues, and resolving them directly or in partnership with project staff.

Financial Monitoring & Reporting

- Identify anomalies or concerns on resident accounts and resolve outstanding issues.
- Liaise with project teams to maintain Arrears Trackers for each site.
- Post quarterly write-offs from SLT.
- Prepare resident account statements when requested by the Finance Manager or project teams.
- Prepare daybook reports from Pyramid.
- Assist Finance Manager in posting rent, service charge and voids figures to Xero weekly.
- Assist Finance Manager in syncing the Rent Control Account in Xero to Pyramid monthly.
- Assist Finance Manager with preparation of monthly and quarterly KPIs.
- Assist Finance Manager with annual budgeting for rents, service charges and voids.
- Collaborate regularly with the Finance Manager and wider finance team to resolve issues.

Support to Staff & Residents

- Provide training to new project staff on the Pyramid system, including set-up of new staff accounts.
- Visit projects when needed to troubleshoot system or account issues.
- Meet with residents to explain rent accounts and assist with payment arrangements.
- Work collaboratively with project staff to support residents in understanding their rent obligations, benefit entitlements, and payment arrangements.
- Develop and maintain an understanding of housing-related support services and how financial administration contributes to tenancy sustainment and resident wellbeing.
- Identify potential financial risks affecting residents' ability to meet rental obligations and work with project teams to support early intervention.

Annual Rent Review

- Verify annual rent and service charge breakdowns and submit them to Housing Benefit teams for approval.
- Provide HB with resident lists for each project to facilitate annual rent increases.
- Adjust all rent and service charge assignments on Pyramid in line with annual rent changes.
- Print and deliver annual rent increase letters for all residents.
- Update HB teams with all resident movements leading up to implementation.

Accounts Payable, Payroll & Finance Administration

- Liaise with other members of the Finance Team and Finance Manager to assist with general finance tasks, particularly during periods of peak activity and/or absence,
- Tasks may include:
    - Processing supplier invoices, purchase orders and staff expenses.
    - Processing sales invoices.
    - Collation of monthly payroll information.
    - Management of Equals Card online platform.
    - Assisting with month-end tasks.

General Responsibilities

- Attend all relevant team meetings, training sessions, and briefings.
- Adhere to all YMCA Brighton’s policies and procedures.

- Cooperate fully with YMCA Brighton's external auditors and management accountants.
- Respond to queries from SLT, Finance Manager, Head Office, and project staff.

Other

- Willingness to work from operational sites as required and agreed with line manager.
- To always follow YMCA Brighton's policies and procedures, including, but not only, those relating to EDI, Health & Safety, Safeguarding and GDPR/Data Governance. To respond to all reasonable instructions and guidance as these procedures develop further.
- In line with GDPR and Confidentiality, client, volunteer and staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained during the course of your employment except where authorised and in accordance with data protection legislation.
- To always follow YMCA Brighton's Code of Conduct for staff, regarding workplace professionalism.
- To undertake any other duties which reasonably fall within the range and responsibilities of this post, as directed.
- All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families, and carers. You have a duty to ensure you are familiar with safeguarding policies, attend training for safeguarding, and know who to contact if you have concerns about an adult or child's welfare.
- YMCA Brighton has a duty of care to employees and will ensure that, as far as it is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place.
- All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management.
- Participate in 1:1 Supervision & Appraisal.
- To undertake and complete all required training both face-to-face and online through ME Learning.



Person Specification

Knowledge, Skills & Abilities:

Essential Criteria

- Experience working within a finance, housing, or administrative environment.
- Strong organisational skills and attention to detail.
- Ability to manage competing deadlines and prioritise workload effectively.
- Excellent communication skills, both verbal and written.
- Ability to analyse data, identify anomalies, and resolve issues accurately.
- Competence in using IT systems, particularly finance or housing management software.
- Ability to work independently and collaboratively with staff across different projects.
- Understanding of rent management processes, including rent charging, arrears monitoring, Housing Benefit administration, income collection, and void management.
- Understanding of the relationship between housing-related support, welfare benefits, and tenancy sustainment within a supported housing environment.
- Ability to communicate financial information to residents in a clear, supportive, and professional manner.

Desirable Criteria

- AAT qualified, studying towards AAT, or equivalent accounting qualification.
- Experience using Xero Financial Accounting Software.

- Experience using Pyramid Housing Management System.
- Knowledge of Housing Benefit, DWP payments, or similar welfare systems.
- Experience working within a charity or supported housing environment.
- Ability to travel between project sites.
- Experience working within supported housing, homelessness services, social housing, or another housing-related support environment.
- Knowledge of tenancy sustainment principles and the challenges faced by individuals experiencing homelessness, financial hardship, or other complex needs.

- Experience supporting residents with welfare benefit applications, income maximisation, or budgeting support.

Personal Qualities:

Essential Criteria

- Understanding of, and commitment to, EDI and anti-discriminatory practice.
- Able to demonstrate that your personal ethos mirrors the values of YMCA Brighton.
- Ability to communicate confidently and effectively, verbally, and in writing.
- Respond flexibly and quickly to the demands of the post.
- Ability to work accurately and meet deadlines.
- Organised and proactive in prioritising workload.



What Drives Us at YMCA Brighton

Our vision, mission and values shape everything we do to help people thrive in Brighton & Hove.



Our Vision

Working together to create an inclusive community where everyone can belong, contribute and thrive.

Our Mission

We provide the home, the community and the services that equip people to overcome barriers and achieve their aims.

Our Values

- Compassion
- Community
- Empowerment

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