



Arhag is Hiring!



We are really excited as we have amazing opportunities in three permanent roles across departments.

Closing date:

Sunday 10 September 2023

[Job Opportunities Page](#)

Arhag is looking for three permanent officers;

- Accounts Assistant
- Contracts & Compliance Manager
- Tenancy Housing Officer

to join our small but busy team at an exciting time in our organisation's development.

Accounts Assistant

Full Time / Permanent
Up to £27,000 per annum

We are seeking a highly customer-focused **Accounts Assistant** to join the Finance team based at The People's Place, Stratford on a permanent basis with flexible home-working arrangements.

The Role

The **Accounts Assistant** provides support to Arhag as follows:

- to the Senior Accountant in providing a comprehensive Finance service to the association, and
- to the wider business with Accounts Payable query resolution, supplier statement reconciliations and master data management

Whilst the primary responsibility of the role is to ensure that our suppliers of goods and services are paid accurately and on-time, the role is also involved in managing the association's main bank accounts, co-ordinating use of the company credit cards and for providing the Senior Accountant with supporting resource for role of the Rent & Service Charge Accountant when required.



Role Responsibilities

- Scanning and processing invoices and credit notes.
- Reconciling supplier statements and requesting copies of any missing invoices/credit notes for processing.
- Assisting suppliers who are chasing invoice payments.
- Resolving and managing invoice queries by liaising with staff across the business.
- Review all unallocated supplier payments and direct bank payments to provide details on how to allocate the payments.
- Review and clear all supplier debit balances.
- Prepare monthly supplier statement reconciliations.
- Review Supplier Master data and ensure all contact details/VAT numbers etc... are up to date.
- Raise BACS payments and any other payments as required.
- Continuously challenge the way we work and actively identify areas of where change can improve the performance within Finance and in the way this department serves others in the company, making the identified changes as quickly as practical
- Participate in, and support, company-wide change initiatives.
- Other ad hoc duties as required, including managing credit card transactions.

Qualifications, Experience & Skills Required

- Studying for Accountancy Qualifications (e.g. AAT/ACCA/CIMA) beneficial, experience will be considered
- Experienced in using Microsoft Excel

Contracts and Compliance Manager Full Time / Permanent £50,000 - £55,000 per annum

This is an exciting new role created to support our organisation and shape how we deliver our key operational services to our customers. We are looking for an experienced Contracts and Compliance Manager to come and join our friendly teams and:

- Lead on procurement of specialist statutory contracts
- To lead on and oversee performance for all compliance contracts to ensure performance is at 100% across the gas, electric, fire safety, legionella, lifts and asbestos and ensure KPIs are met
- To be accountable for the overall management of the responsive repair contract and ensuring KPIs are met.
- To manage both Estate Services for Cleaning and Grounds Maintenance ensuring KPIs are met
- Lead on contractual performance meetings and challenge performance where needed



- Achieve value for money, review best practice, oversee performance across teams.
- Manage all complaints in relation to service area of responsibility and ensure response times are in line with the organisations KPIs.
- Line Management of staff and leading on effective L&D for staff
- Coaching staff to enable a lead by example positive attitude to install the Arhag vision and values.
- Leading on specialist contracts as the expert for Arhag and able to write high level reports and analyse data for performance area
- Undertake pre and post inspections of the contract works.
- Monitor spend against budget and report on exceptions
- Reviewing and approving payments on the system.
- Dealing with day to day instructions to external contractors and supporting the internal Property Services Team
- Agreeing variations and valuations prepared
- Overseeing that contractors adhere to their contract, Health & Safety and KPI obligations.
- Leading on audit for specialist area and ensure the robust measures are in place with regards to remedial actions and recommendations.
- Regularly review of all repairs, compliance and estate policies and procedures associated with the contracts. That these re regularly reviewed ensuring adherence with current regulations and legislation.
- Other adhoc duties as required

Tenancy Housing Officer

Full Time / Permanent
Up to £33,000 per annum

The role reports into the Head of Housing, you will play an important role in delivering a high-level housing service. As a primary point of contact for the allocated patch for either housing management you will be providing a customer focussed service to all our residents and partners.

If you have excellent housing management and customer services experience, IT skills, strong experience using Microsoft Office packages then we want to hear from you!

The objectives of this post are:

1. To provide a high standard of housing management performing the full range of income or housing management duties.
2. To ensure that residents are provided with reliable services.



3. To assist with resident consultation and promote resident engagement.
4. To support and sign post residents for benefit and debt advice.
5. Manage legal cases through to completion.

Please see the job description for more information.

What's on Offer?

All three jobs are being offered as permanent positions on a full-time basis of working Monday to Friday from 9am to 5pm (35 hours per week).

The employment package includes:

- 25 days holiday per year (pro rata) increasing to 30 days after 5 years' service
- generous Employer Pension Contribution
- access to Employee Assistance Programme
- access to BUPA Menopause Plan
- hybrid working

You will primarily be based in our modern head office at Stratford with an opportunity to work from home for part of the week.

You will be working for a leading BME housing association in London with a particular remit to support migrants & refugees.

If this sounds like you, we would like your CV and a short covering note as to why you are interested in this role and how you feel you would be a good match for Arhag.

Please email directly to the lead member of SMT for each role detailed below:

Accounts Assistant	Andrew Shaw <i>Director of Finance & Resources</i>	andrew.shaw@arhag.co.uk
Contracts & Compliance Manager	Shabana Yousaf <i>Director of Property, Building Safety & Compliance</i>	syousaf@arhag.co.uk
Tenancy Housing Officer	Tina Bull <i>Head of Housing</i>	tbull@arhag.co.uk

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