

Job Profile

Job Title: Finance and Income Manager

Job Grade: Level 5 Zone 1

Salary Range: £49,930 - £57,543

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

- To be responsible for ensuring leaseholder service charge recovery is maximised and that service charge monies are collected at a sustainable rate in accordance with the principles of fiduciary duty
- To be responsible for ensuring robust processes are in place to identify costs for the construction of annual estimated and actual service charges to maximise the Council's income. Liaise with relevant Heads of Service/managers to develop effective procedures for the construction, billing and collection of service charges.
- To be responsible for ensuring estimate and actual service charges are presented in accordance with relevant legislation and leases and that information is made available to leaseholders in accordance with statutory requirements.
- To be responsible for ensuring adequate processes/audit trails are in place for the management of the service charge accounting system and reconciliations to the General Ledger system.
- To be responsible for ensuring the timely and accurate billing of all service charges to leaseholders and ensuring the collection of service charges is undertaken in accordance with corporate policies/procedures and legislative requirements. Ensure procedures are open and transparent.
- To be responsible for ensuring the thorough investigation of service charge queries/disputes and that responses to leaseholders and their representatives are timely, accurate and customer focused. Meeting with leaseholders to resolve disputes, attend the Camden Leaseholders' Forum and other meetings with stakeholders as and when required.
- To provide expert leasehold management advice across a wide range of complex and sensitive issues, often requiring a high level of discretion.
- To be responsible for setting targets for the Leasehold Enquiry, Debtors and Revenue Accounts Teams. Take responsibility for setting objectives in the annual service plan. Lead the development of IT interfaces for the management of service charge calculation, billing and collection. Provide performance indicator information to the Head of Service, Director and Divisional Management Team in line with Corporate requirements.
- Provide witness statements for and attend Court/FTT hearings as the Council's witness about service charge calculation, billing and collection.
- Contribute towards the strategic direction and management of the service as a whole, interpreting the effect of external influences on the future requirements of the service. Develop innovative and creative approaches to the continuous improvement of the service, review processes to improve cost effectiveness. Contribute towards the strategic management of IT systems. Maintain cohesive relationships within Leaseholder Services and with other internal and external teams and stakeholders
- Fully investigate and respond to formal complaints and enquiries from Members and MPs in accordance with corporate procedures. Review complaints, Member and MP enquiries to inform service development/improvement.
- To be responsible for ensuring performance and sickness absence issues are dealt with in line with corporate procedures.
- Carry out year on year analysis of service charge calculation and collection to inform the MTFs programme, target setting and monitoring.

About you

- The post holder must have three years' experience in the leasehold management field.
- Knowledge of service charge legislation and the ability to interpret legal documents, including leases, is essential.
- They must have knowledge of service area budgets for the calculation of service charges.
- They must have a sound understanding of the impact the calculation, billing and collection of service charges has on the HRA.
- They must have experience in manipulating and analysing large quantities of data.
- The post holder must have excellent written and oral communication and liaison skills.
- They must be self-motivated and able to manage and motivate staff.
- Ability to maximise the Council's income and reduce outstanding service charges year on year. Review expenditure in relevant cost centres to determine collectability of costs in line with statutory requirements and legal precedents. Ensure clear audit trails are maintained in all aspects of service charge calculation, billing and collection.

Camden Core Behaviours – identify the level relevant to role for the 5 Camden core behaviours:

Adaptability - level 3 (takes a flexible approach to meeting outcomes)

Customer service - level 3 (acts as a customer champion and empowers colleagues to deliver excellent customer service)

Driving improvement – level 3 (sets and delivers challenging goals)

Working together – level 3 (develops ongoing partnerships)

Leading people – level 3 (positions themselves as a leader)

Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:

Analysis and judgement – level 3 (applies a critical focus)

Building support – level 3 (plans an approach with a number of steps to influence around an issue)

Organisational awareness – level 3 (understands the formal/informal political context)

Work Environment:

This is an office based role with the option to work from home some of the time. Occasional evening / weekend meetings may be required.

People Management Responsibilities:

Manage the performance of Leasehold Revenue Account Seniors, Debtor Officers and Leasehold Managers. Undertake 121s/appraisals/team meetings.

Carry out recruitment/induction/training in line with corporate requirements. Maintain/improve performance across the service, carrying out regular 121s and annual appraisals.

Take action to address areas of underperformance when necessary.

The post holder is responsible for assessing and controlling the impact of changes in workload.

Relationships:

The post is within the Leaseholder Services team and will have regular contact with leaseholders and their representatives, senior council officers, Members and other teams within the Council – excellent liaison skills and the ability to develop effective working relationships is essential.

Liaise with service providers to develop processes to improve the calculation, billing and collection of service charges. Improve response timescales/quality to aid dispute resolution and collection and increase leaseholder satisfaction.

Liaise with IT to continuously review/improve processes for the calculation, billing and collection of service charges. Develop/improve reports aiding performance management.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,