

Job Profile – Collections Manager

Job Title: Leaseholder Manager / Collections Manager

Job Grade: Level 4 Zone 1

Salary Range: £40,652 - £46,779

About the role:

You will be responsible for the day to day management of the collection of annual and major works service charges ensuring it is undertaken in accordance with corporate policies/procedures and legislative requirements. You will assist the finance and income manager with the setting of targets for the collections team and in the development of IT interfaces for the management of service charge collection. To take responsibility for relevant objectives in the annual service plan. As well as taking a strategic approach to ensuring processes are fit for purpose to ensure targets are met and the service continues to improve; you will also be expected to fully investigate and respond to formal complaints and enquiries from Members and MPs in accordance with corporate procedures. The successful candidate will ensure queries and disputes about service charges are fully investigated, liaising with other teams ensuring responses to leaseholders are timely, accurate and customer focused. Meeting with leaseholders to resolve disputes and attend the Leaseholder Forum, TMOs and Council Committees as and when required. Provide witness statements for arrears recovery action and attending Court/FTT as the Council's witness. Manage the write back/write off process in accordance with corporate/FTT/Court requirements. Ensure the team is kept up to date with relevant legislation and Court/FTT decisions. You will also manage collections officers dealing with performance issues and sickness absence when required and in line with corporate procedures.

About you

To be considered for this post, you must have extensive experience in the leasehold management field. Knowledge of service charge legislation is essential. Experience in manipulating and analysing large quantities of data. Excellent written and oral communication and liaison skills. You must be self-motivated and able to manage and motivate staff. You are also required to have excellent IT skills in particular Excel spread sheets.

Work Environment

You'll be working from home and at 5 Pancras Square

People Management Responsibilities

Manage the performance of Collections Officers undertaking 121s/appraisals/team meetings. The post holder will take action following the corporate performance and sickness absence procedures when necessary.

Relationships

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

Discover and Diversity

To “discover” more about Camden and our commitment towards diversity, equality and safeguarding, please visit our recruitment website. If you want to find out more about what it’s like to work at Camden to help you decide whether we’re a good fit for you, please click [HERE](#) to complete our online scenario based questionnaire. Please note, this does not form part of the application and will not be used as part of the selection process.

How to apply

To apply for this job please follow the "Apply" link. In the ‘Why you?’ section of the application form you will be expected to explain how you meet the key requirements for this role listed in this Job Profile attached at the bottom of this Advert. When explaining how you meet each of the requirements, please give examples that clearly demonstrate your skills, knowledge and experience. When writing your examples give a brief description of the situation or task but focus on the actions you took and the result of your actions.

Camden is committed to making our recruitment practices barrier-free and as inclusive as possible for everyone. This includes making adjustments or changes for people who have a disability or long-term health condition. If you would like us to do anything differently during the recruitment process, or provide any 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.

Technical Knowledge and Experience:

(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)

- Three years’ experience in the leasehold management field.
- Knowledge of service charge legislation is essential.
- Experience in manipulating and analysing large quantities of data.
- Excellent written and oral communication and liaison skills.
- Self-motivated and able to manage and motivate staff.
- Excellent IT skills in particular Excel spread sheets.

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

(Refer to Camden Behaviour framework)

Core Behaviours	
Adaptability	2
Customer service	3
Drive improvement	2
Working together	2

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

(Refer to Camden Behaviour framework)

Additional Behaviours	
Analysis and judgement	2
Confidence & resilience	2

Structure Chart

