

Job Profile

Job Title: Charges Control Officer

Job Grade: Level 3 Zone 2

Salary Range: £36,984 - £42,526

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

This post is responsible for calculation of heating charges for tenants and for third parties for a range of heating systems in operation across the borough.

Example outcomes or objectives that this role will deliver:

1. Financial control of heating revenue representing c. £10m income.
2. Ensure that all heating charges are calculated in accordance with regulatory requirements.
3. Responsible for billing heating to third parties and carrying out the reconciliation of block/estate/borough wide heating pools.
4. To continually improve efficiency of controls functions maximising the benefits of information technology advances.
5. To advise on and implement alternative billing systems for heating systems to improve the service to residents and deliver improved value for money
6. To work flexibly to cover other financial control functions within the service.

About you

- An Accounting Qualification is desirable
- Experience of controlling a significant financial accounting system
- Knowledge of financial control frameworks within large IT systems
- Advanced spreadsheet skills
- Ability to write reports, e.g. to explain the implications of new government policy of regulation
- Experience of customer service and dealing with complaints
- Proactive approach

Work Environment:

Hybrid

People Management Responsibilities:

None

Relationships:

The postholder will be expected to develop and manage relationships with a range of internal colleagues, some of which are set out below:

- Close working relationships needed with Rent Collections Service
- Close working with Housing and Adult Social Care Sustainability team in relation to heat metering
- Working with Corporate Sustainability team in supporting procurement strategy
- Working with Housing Repairs and improvements services on heating systems in new developments
- Other Council colleagues e.g. in Legal and Finance

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,