

Job Profile (template)

Job Title: Corporate Billing and Income Generation Officer

Job Grade: Level 2, Zone 2

Salary Range: £34,580 - £36,917

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. We have an exciting opportunity for a Corporate Credit Control officer within Corporate Services. Our team goals are to maximise income and collection for multiple services within the authority. As a Credit Control officer you will support services to understand billing and income and put effective processes in place to enable you to also collect the debt so Camden can continue to provide essential services to our community.

About the role

You will also manage client and business relationships ensuring billing is conducted accurately and on time as specified on the legal/contract/SLA information provided and have the ability to problem solve all enquiries coming to the team and find the necessary solution with minimal support

The post holder would be expected to highlight issues with current process and any recommendations for improvements escalated through their managers for consideration.

The post holder will take personal responsibility, ensuring billings are generated correctly as it could be of high risk to the organisation and involve vulnerable people.

About you

- To be considered for this role, you must have experience of Sales ledger and accounts receivable along with experience of billing policies and in particular good knowledge on raising Commercial Rents income.
- You will also have basic knowledge of Housing Regulations and knowledge of other Welfare benefits.
- Debt recovery and income collection is also advantageous as well as experience in a financial income generation raising role.
- Demonstrate high attention to detail ensuring consistently accurate billing and also be able to recognise circumstances where standard policy and procedures may be disputed.

- The post holder is also required to work flexibly, adjusting their own workload under supervision to meet individual work targets and the priority demands of the team.

Work Environment:

- The post holder is required to work flexibly, adjusting their own workload to meet individual work targets and the priority demands of the team.
- The post holder will be based between an office environment and working from home

People Management Responsibilities:

0 people management responsibilities

Relationships:

The post holder will be required to liaise with various teams and services across and outside the Council. Key contacts are likely to include:

- Members of the Public
- Elected Members
- Court Services, barristers, solicitors, judges.
- Police
- Emergency Services
- External Agencies and Bodies E.g. Citizen's Advice Bureau,
- Charities
- Government Departments e.g. HMRC and DWP
- External Contractors and Consultants
- Teams and services across the Council
- Senior Managers.
- Vulnerable people (e.g. Adult Social Care Clients)

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

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. 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.