

# Corporate Billing and Income Generation Officer

**Salary Range: £36,155 - £38,492**

**Grade: Level 2, Zone 2**

**Location: Dennis Geffen Annex**

**Reports to: Titi Babalola**



# About the role

As an expert Corporate Billing and Income Generation Officer you will take ownership over the billing process from the point of engagement with all Council Services to the point of the invoice/s being raised and sent to suppliers for payment.

In your role you will be expected to manage residents and business relationships, ensuring billing is conducted accurately and on time as specified on the legal/contract/SLA information which enable Camden to ensure income is generated and received to support and provide services to the residents and Businesses.

You will be expected to work closely with Income Team and Credit Control Team and take the initiative to speak directly to requester to clarify and issues with the request.

# About you

- Experience of working in a financial income generation raising role. (minimum of 2 years)
- Sales ledger and accounts receivable along with experience of billing policies and in particular good knowledge on raising Commercial Rents income, Sundry Invoices and Housing Benefit Overpayment.
- Basic knowledge of Housing Regulations and knowledge of other Welfare benefits
- Demonstrate high attention to detail ensuring consistently accurate billing and be able to recognise circumstances where standard policy and procedures may be disputed.
- Represent the Council and the team by providing the first point of contact with services, residents and Businesses via email and telephone providing advice and support on billing across all service areas
- Develop and continuously improve administrative processes and procedures to achieve better and more efficient ways of working and optimise quality output
- Debt recovery and income collection knowledge is also advantageous

# The things you'll achieve

## Experience

- Demonstrate high attention to detail ensuring consistently accurate billing
- Be able to work efficiently and effectively without direct supervision
- Be able to recognise circumstances where standard policy and procedures may be disputed
- Able to use initiative and take responsibility for their work.
- Work as part of a team

## You have

- Good Communication Skills
- Be able to work as a Team Player
- Be able to work flexibly, adjusting your own workload under supervision to meet your work targets and the priority demands of the team.

## Other important information...

### People management

No people management required

### Work environment

it will be hybrid working - you'll work from one of our offices, Dennis Geffen Annex, London N1C 4DG and be expected to work at least one day or 2 a week in the office

### Who you will be working with

You'll be joining a wonderful team Credit Control and reporting to Titi, Billing and Income Generation Manager.

You'll also work closely with colleagues in the team and across the organisation.

### The application process

Candidates will be invited to an interview. Held at Dennis Geffen Annex, London N1C 4DG

# Who we are

## 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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## 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.

## Asking for Adjustments

Camden is committed to making our recruitment practices 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](mailto:resourcing@camden.gov.uk)

