**Job Capsule Supplementary Information:**

**This supplementary information for Charges Control Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Business Services: , Level 3 , Job Zone 2 (indicative grade)**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

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.

**People Management Responsibilities:**

None

**Relationships;**

The postholder will be expected to development 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

**Work Environment:**

Largely office based

**Technical Knowledge and Experience:**

* 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

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

* Adaptability – Level 3
* Working Together – Level 3
* Customer Service - Level 3
* Driving Improvement – Level 2

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

**Structure Chart – please insert or attach an up to date structure chart showing this role**

* Analysis and Judgement – Level 3
* Strategic perspective – Level 2