170000G6 Collections Officer Job advert:

**The Role**

Directorate: Supporting Communities

Location: 5 Pancras Square

Job Level: Level 3, zone 1

Salary: £28,343 to £32,874

Contract Type: 1x Permanent and 2x 1 year Fixed Term contract available, full time, 36 hours per week

Alternative flexible working options available/open to discussion

Click [**HERE**](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/6878930/file/document?inline) for information on Camden’s flexible working options

25 days holiday (27 days after 5 years' service)

We are looking to fill 1x permanent and 2x 1 year fixed term contract positions. This is an exciting role within the Housing Management and Leaseholder services, where you will be the first point of contact for complex leaseholder queries. You will investigate and respond to queries regarding annual service charges and major works. The purpose of this role is to maximise the council’s income through effective monitoring and management of approximately 1000 leasehold service charge accounts.

You will calculate and process service charge reductions, investigate and respond to service charge queries, and perform the Council’s credit control function.

**About You**

You will enjoy working with new people and be able to build rapport. You will liaise with multiple stakeholders such as; Councillors, Solicitors, external agency, MPs, and across various teams and departments within Camden Council. Therefore, you should be a confident communicator, both in person and via email, and have excelled liaison skills.

You will have the ability to understand and interpret financial data, demonstrate strong attention to detail and have an analytical approach. You will also be able to prioritise effectively and meet deadlines, particularly when faced with changing circumstances.

**About us**

Camden’s main offices are located in modern award winning offices at King’s Cross. You can expect an exceptional range of benefits including discounted access to the onsite leisure facilities with swimming pool, recognition and reward for high performance with progression and pay increases, flexible and agile working hours and access to a leading pension scheme.

Camden is proud to be the country’s first Timewise council and as part of this accreditation, we work to help parents balance work with childcare. This fits in with our aim to be leaders in innovative flexible and part-time working that allows for different patterns of care and for parents to share childcare responsibilities.

Click [HERE](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1) to see the full details of our excellent benefits

Make it work for you. Make it your Camden.

**Discover and Diversity**
To “discover” more about Camden and our commitment towards diversity, equality and safeguarding, please visit our [recruitment website](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2)

**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 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.

Closing date for applications: Sunday 21st January 2018, 23:59 pm

Interviews to be held: week commencing 22nd January 2018

To view the Job profile for this vacancy please click [HERE](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/6839831/file/document?inline)

Please quote reference: 170000G6

Camden welcomes new employees on a monthly basis; next available dates for induction are (***19th February, 19th March and 16th April)***