**Job Capsule Supplementary Information: Collections Officer**

**This supplementary information for *Collections Officer* is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family: Finance / Housing. Job Level: Level 3, Zone 1**

**This 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:**

* To be the first point of contact for leaseholders and to investigate and respond to complex queries regarding annual service charges and major works
* To maximise the council’s income through effective monitoring and management of approximately 1000 leasehold service charge accounts.

**Example outcomes or objectives that this role will deliver:**

* To investigate and respond to leaseholders’ queries regarding service charges and their service charge accounts
* To perform the Council’s credit control function in respect of residential leasehold service charge debt and related amounts
* To calculate and process service charge reductions in accordance with legislation, policy and decisions of the Courts and First Tier Tribunal (Property Chamber).
* To effectively manage approximately 1,000 service charge accounts from the point of issue through to collection including setting up and monitoring payment arrangements; arrears escalation; dispute resolution and County Court action.
* To be a point of contact for queries and advice, externally & internally, concerning leases, leasehold management and the liability of lessees and applicants to contribute to Council expenditure.

**Relationships;**

* The post holder will have regular contact with leaseholders and their representatives; Councillors; MPs; Solicitors; senior council officers and other external agencies and teams and departments within the Council. Excellent liaison skills and the ability to develop effective working relationships is a must.

**Work Environment:**

* This is mainly an office based role. Occasional visits and meetings may be required including representing the council at the county court and FTT as required.

**Technical Knowledge and Experience:**

* High level literacy and numeracy skills
* Ability to communicate effectively, verbally, in person and in writing
* Ability to understand and interpret financial data
* Able to demonstrate strong attention to detail and analytical approach
* Ability to prioritise effectively and meet deadlines, particularly when faced with changing circumstances
* Self-motivated; able to demonstrate energy and commitment, putting in the work necessary to meet deadlines and achieve results
* Ability to work effectively both as part of a team and individually

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

|  |  |
| --- | --- |
| **Core Behaviours** | |
| Adaptability | 2 |
| Customer service | 2 |
| Drive improvement | 1 |
| Working together | 2 |

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

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| **Additional Behaviours** | |
| Analysis and judgement | 2 |
| Confidence & resilience | 1 |

**Structure Chart:**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Leasehold Revenue Accounting Team current structure** | | | | | | |  |  |  |  |
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|  |  |  |  |  |  | **Finance & Income** | |  |  |  |  |  |  |  |
|  |  |  |  |  |  | **Manager - level 5, zone 1** | | |  |  |  |  |  |  |
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|  | Collections Manager - | | |  |  |  |  |  |  |  |  | Collections Manager - | |  |
|  | level 4, zone 1 | | |  |  |  |  |  |  |  |  | level 4, zone 1 | |  |
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|  | **Collections Officer x 5 -** | | |  |  |  |  |  |  |  |  | **Collections Officer x 5 -** | |  |
|  | **level 3, zone 1** | | |  |  |  |  |  |  |  |  | **level 3, zone 1** | |  |
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