**Job Information: Corporate Billing and Income Generation Officer**

**Level 2 Zone 2**

**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:**

To take ownership over the billing process from the point of engagement with all Council Services, ultimately ensuring all the bills are accurate and sent out in a timely manner to the appropriate recipient ensuring that it complies with the Council’s Billing policy, VAT regulations and BACS requirements. The role will ensure it is constantly striving for service improvement and customer engagement to enable income maximisation for the Council. The post holder would be expected to highlight issues with current process and any recommendations for improvements escalated through their managers for consideration.

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

* Manage client and business relationships ensuring billing is conducted accurately and on time as specified on the legal/contract/SLA information provided..
* Ability to problem solve all enquiries coming to the team and find the necessary solution with minimal support
* Deal with customer queries and handle complaints regarding any sales ledger issues.
* Complete transactional reconciliations as required.
* Responsible to set up and complete paperless direct debits over the phone.
* Carry out detailed financial analysis, identifying variances and irregularities to provide accurate and timely information for senior colleagues.
* Assist the income officers and debt recovery officers as and when required.
* Undertake any other duties the line manager allocates.

**Innovation (decision making and creativity)**

* The post holder will be required to consistently work in an innovative way that explores possibilities for service improvement and efficiencies.
* The post holder will demonstrate high attention to detail and be able to understand complicated billing information.
* The post holder is required to recognise circumstances where standard policy and procedures may be disputed and take responsibility for remedial actions that may fall outside of standard and procedure guidance.
* The post holder will be responsible for making decisions that will have consequences on the internal operation of the post/service and ramifications for members of the public.
* The post holder will be dealing with highly sensitive information and should be able to manage this sensitively and professionally.

**People Management Responsibilities:**

The post holder has no management responsibilities.

**Relationships:**

The post holder will be required to demonstrate effective communication skills to carry out their responsibilities effectively with a diverse range of customers, all of whom have specific information and communication requirements.

Key contacts will include:

* HMRC
* Teams and services across the Council
* External agencies and customers.
* Finance Officers.
* Senior Managers.
* Charities such as Citizens Advise Bureau
* Customers including vulnerable people (e.g. Adult Social Care Clients)

**Work Environment:**

* The post holder will be required to work to deadlines and deal with changing problems or circumstances that may require prioritising their work schedule.
* The post holder is required to work flexibly, adjusting their own workload under supervision to meet individual work targets and the priority demands of the team.
* The post holder will be based in an office environment.

**Technical Knowledge and Experience:**

* Ability to communicate effectively and build positive relationships with internal and external stakeholders;
* Ability to provide training for all service users and colleagues;
* Excellent attention to detail ensuring consistently accurate billing;
* Strong organisational skills with the ability to meet strict deadlines;
* Experience of Sales ledger and accounts receivable.
* Experience of billing policies and in particular good knowledge on raising Commercial Rents income.
* Basic knowledge of Housing Benefits Regulations
* Basic Knowledge of other Welfare benefits.
* Experience in a financial income generation raising role.
* Experience in dealing with queries from various agencies at various levels, people including vulnerable people.
* Basic experience on debt recovery and income collection

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>