**Job Profile**

**Income Collection and Systems Manager**

**Level 4 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:**

The post holder will support Head of Credit Control in developing and maintaining at a high standard the Corporate Income management and Debit recovery systems in a way that conforms to financial regulations and the growing needs of the business. They will ensure all income/debt data is secure, correctly costed and up to date, and that all business units throughout Camden have access to this information in a timely manner. They will be responsible for managing the Income management team with responsibility for Income management systems, cash security and barcode payment contracts.

**Outcomes or objectives that this role will deliver:**

* To support the Head of Credit Control in managing the contract and performance of the corporate Income Management and debt recovery systems.
* Ensure both systems are updated with the most suitable version of software and certificates. Establish and monitor the system testing of updates and the move to production. Manage communications around the projects.
* The post holder is responsible for the daily flow of income transactions to all stakeholders
* Work with the Head of Credit control to help develop overarching policies focused on an effective and pro-active approach to debt/income collection and processing of daily transactions.
* Manage the contract for Barcode bill payment, ensuring correct billing and recharging of internal departments
* Manage the security of creditor cheques and all cash stationary.
* Monitor the Merchant contract for all card payments.
* Assess the strategic and financial risks associated with issues falling within the area of responsibility and ensure senior managers and members are advised accordingly.
* To set in place and maintain arrangements that will ensure business continuity in the event of a disaster.
* To manage the reconciliations of income taken in offices throughout Camden, and the prompt banking of cheques, card payments and cash.

**Innovation and Decision Making**

* The post holder will be required to use initiative in problem solving and completing tasks, therefore, creativity will be essential to the role. The post holder will be required to input on the development and implementation of a range of business solutions and responses with the aim of both service improvement and issue resolution.

**People Management Responsibilities:**

The post holder will be responsible for managing a small team, including 1 Senior Income officer and 2 Income officers. The post holder will need to support others in the team in the absence of the Corporate Credit Control Manager and the Income Generation and Billing Manager.

**Relationships:**

The post holder will be required to liaise with various teams and services across the Council. Key contacts are likely to include:

* Directors, particularly the Director of Finance
* Officers of the council
* External agencies e.g. Corporate bank, Post office, suppliers
* Elected members
* Members of the public
* External authorities
* Suppliers

**Work Environment:**

* The post holder is required to work flexibly to meet individual and service objectives, and will be subject to continual change and will be required to manage conflicting priorities. The post holder will be required to reprioritise resource allocation to support and enable other teams in order to ensure that deadlines are met on certain projects or for staff development purposes.
* The post holder will be based in an office environment but may work from home to suit the needs of the service.

**Technical Knowledge and Experience:**

* The post holder must be experienced in working within a financial environment delivering administration for financial systems;
* Ability to deliver training to users of the financial systems;
* A high level of experience of large volume cash handling and banking procedures.
* Knowledge and skills in a range of specialist disciplines which will include cash receipting, Touch tone payment system, on-line credit/debit card APACS system, Internet and income management systems, Debt recovery system, Accounting system. PCIDSS
* Knowledge and understanding of accounting concepts and accounting rules underpinning systems functions.
* To be computer literate and able to use a variety of computer based systems
* This post requires a high level of concentration and attention to detail as the post holder will be responsible for handling of cash and cheques and data accurately
* Good written and verbal skills are necessary as the post involves regular contact with members of the public, external bodies and other Business units.
* The post holder must have experience of providing a high quality of customer care.
* Experience of managing projects relating to finance systems.
* Experience of people management.

**Leadership Behaviours**

* Inspire
* Politically astute
* Develop people
* Collaborate
* Drive quality and value
* Influence

**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/>