**Job Profile**

**Job Title: Corporate Credit Control Officer**

**Job Grade: Level and Zone: Level 3 Zone 2**

**Salary Range: £34,033 - £39,480**£34,033£36,756.50£39,480£34,033£36,756.50£39,480

**About Camden**

‘Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we’re not just home to UK’s fast-growing economy. We’re home to the most important conversations happening today. And we’re making radical social change a reality, so that nobody gets left behind. Here’s where you can help decide a better future for us all. We have an exciting opportunity for a Corporate Credit Control officer within Corporate Services. Our team goals are to maximise income and collection for multiple services within the authority. As a Credit Control officer you will support services to understand billing and income and put effective processes in place to enable you to also collect the debt so Camden can continue to provide essential services to our community.

**About the role**

The post holder will be responsible for the debt collection/income generation for the council, they will be the expert point of contact and subject matter expert over a range of service areas having in depth knowledge of debt collection and the requirement to provide a cost effective and performance focussed credit control service across all directorates of the Council. The post holder will play a critical in supporting the service in reducing the overall level of debt in the Council, understanding the various payment plan options balancing the customer needs with the needs of the business. There will also be a requirement to support the Billing manager in ensuring all billing processes and policies are fit for purpose, covering the relevant legal requirements and assist the Income Manager in ensuring all payment methods and reconciliations are balanced and fit for purpose.. The post holder will take personal responsibility and independently, make decisions that could be of high risk to the organisation and involve vulnerable people.

**About you**

* Good knowledge of central government welfare benefits and social care legislation, commercial rents legislations, housing rents legislation and legislation related to any sundry debt services.
* Experience in understanding and using the corporate sales ledger and accounts receivable systems, Adults' Services and Income section's IT systems with the ability to create and maintain data and info in the relevant systems.
* Experience within debt management and the recovery of debts.
* Experience of working in teams and using own initiative to undertake day to day tasks in line with the team's and the organisation's policies and procedures.
* Experience of using IT and Financial IT systems in chasing customer debt.
* Self-motivated to exceed expectations on performance.
* Experience of working in a high-pressured dynamic environment.
* Ability to identify issues and use initiative to solve problems.
* Team player with willingness to help others and go above and beyond their formal role.
* Ability to provide training for all service users and colleagues.
* Ability to think creatively to support process improvement, and maximise debt recovery

**Work Environment:**

* The post holder is required to work flexibly, adjusting their own workload to meet individual work targets and the priority demands of the team.
* The post holder will be based between an office environment and working from home
* On occasion the post holder will be required to attend debtor premises to achieve the recovery of debt.

**People Management Responsibilities:**

0 people management responsibilities

**Relationships:**

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

* Members of the Public
* Elected Members
* Court Services, barristers, solicitors, judges.
* Police
* Emergency Services
* External Agencies and Bodies e.g. Citizen’s Advice Bureau,
* Charities
* Government Departments e.g. HMRC and DWP
* Council’s Debt Recovery Agents and bailiffs
* External Contractors and Consultants
* Teams and services across the Council
* Senior Managers.
* Vulnerable people (e.g. Adult Social Care Clients)

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we’re supporting people, and we’ll redefine what a career can be. If that sounds good to you, we’d love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn’t.

At Camden we are proud to be one of Hire Me My Way’s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing 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,