**Job Profile Information: Rents and Charges Officer**

**Job title: Rents and Charges Officer**

**Job grade: Level 3 Zone 1**

**Salary range: £30,893 - £35,488**

**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:**

This role is within the Rents and Charges Team and is responsible for ensuring that all rent accounting functions are carried out in a timely manner in line with government legislation and audit requirements. The candidate will be responsible for providing advice and support to tenants and Housing management staff on rent related matters. The role will also provide a quality administrative function to the management of the Water Bills the council receives.

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

* Responsible for administration of tenant rent accounts and processing all account adjustments and refunds.
* To deal with all tenant’s queries either directly, by phone or through correspondence.
* Responsible for providing rent accounting statements for tenants.
* Effective administration of the water rates payment, collections and processing of changes and manage the scheme with relevant Water supplier(s).
* Produce financial information accurately, timely and presented in an appropriate manner for the audience intended
* To assist in the day to day maintenance of the water bills paid by the Council and assist in developing the necessary links with other corporate systems.
* Manage and maintain the location of Council’s water meters across Camden Estates and validate invoices for payment.
* Manage, maintain and ensure timely payments for the water bills.
* Maintaining systems with accurate data, e.g. meter/account details, contract rates incomplete data etc.
* Ensuring disconnection notices and reminders are dealt with as a priority.
* Answering calls from customers/suppliers and dealing with general billing enquiries.
* Raising billing queries with suppliers via phone/email and following through to resolution.
* Liaising with key supplier and customer contacts and maintaining good working relationships.
* Support contract administration and service delivery, attending meetings with customers/suppliers as required.

**People Management Responsibilities:**

* None.

**Relationships:**

The post holder will report to the Strategic Rent Accountant. Other key relationships for the post holder will be:

* Ensure the correct management of the Water bills is communicated to the relevant budget holder.
* Responsible for liaising closely and giving advice to Neighbourhoods Officers and housing benefits on all matters relating to rent accounting.
* To deal with all tenant’s queries either directly, by phone or through correspondence.

**Work Environment:**

* The post-holder will be required to work in an agile way in line with Camden’s move to a flexible work environment.
* The post-holder will be expected to attend meetings and other work engagements that may occur outside of normal office hours.
* The post holder will need to be prepared to undertake visits on foot and by public transport, sometimes out of normal office hours, and ensure they follow health and safety guidelines at all times.

**Technical Knowledge and Experience:**

* Working towards a CCAB (or equivalent) qualified accountant desirable
* Knowledge of Northgate or other relevant computer systems or a willingness to learn
* Ability to communicate effectively complex financial issues to differing audiences within and outside the Council
* Ability to deal confidently with Budget Holders.
* Strong IT literacy and advanced spreadsheet skills.
* Knowledge of financial control frameworks within large IT systems.
* Proven ability to use statistics and other management improvement tools to manage controlled improvements.
* Ability to manage resources, including budgets, effectively but with a critical understanding of the limitations of budgets.

**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,

**Chart Structure**