

## Job Profile

**Job Title: Consultation and Final Account Officer**

**Job Grade: Level 3, Zone 1**

**Salary Range: £33,789 - £38,465**

### 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.

### About the role

- Ensuring the Council can maximise income from an increasing portfolio of leaseholders and freeholders by carrying out statutory consultation and accurately calculating service charges.
- Calculating any appropriate reductions to financial workings, and accurately recording the reasons.
- Answering all queries from leaseholders, and meeting them in person, to assist them in understanding their contribution, and liability to pay.

### Objectives that this role will deliver:

1. To carry out statutory consultation under the terms of the Landlord & Tenant Act 1985 (as amended) as part of an innovative and customer-focussed service and in line with best practice in this area
2. To prepare financial workings for major works contracts, to calculate the estimated service charge for leaseholders and right to buy applicants
3. To investigate all written observations received, and to reply within the set timescales and with high quality responses
4. To calculate leaseholders actual individual recharges for major works by reconciling the actual spend to the estimated sum
5. To construct all workings and adjustments in line with legislation, and the lease, and reconcile them to the leaseholders' estimated invoice
6. To ensure accurate estimated and actual invoices are issued to leaseholders annually
7. To carry out statutory consultation under the terms of the Landlord & Tenant Act 1985 (as amended) as part of an innovative and customer-focussed service and in line with best practice in this area.

## **About you**

### **Qualifications:**

#### **Essential:**

None

#### **Desirable:**

1. Part-qualified accountant or accounting technician or trainee solicitor with experience of working within local authority finance
2. GCSE (A-C grades in English & Maths)

### **Knowledge:**

#### **Essential:**

1. Good knowledge of the relevance of leases, and legislation to the calculation of service charges, particularly with regard to major works.
2. Understanding of basic housing repairs and maintenance terminology.

#### **Desirable:**

1. Experience of working with a large portfolio of leasehold properties, and implementing legislation relevant to leasehold management.
2. An understanding of legislation that applies to leasehold management, including relevant sections within The Landlord and Tenant Act 1985, and the Commonhold and Leasehold Reform Act 2002

### **Skills and Behaviours:**

#### **Essential:**

1. Experience of using a wide range of personal computing packages, especially Microsoft Excel
2. Good knowledge of basic accountancy principals and excellent numeracy skills
3. Able to demonstrate strong attention to detail and an analytical approach
4. Able to communicate effectively to a high standard, verbally and in writing
5. Ability to prioritise and meet deadlines, particularly when faced with changing circumstances and targets

6. Understanding of the importance of operating within set procedures
7. Self-motivated, able to demonstrate energy and commitment, putting in the work necessary to meet deadlines and achieve results
8. Ability to represent the Council in formal arenas such as evening leaseholder meetings, or the First Tier Tribunal
9. Ability and willingness to work additional hours in peak periods. This may involve restricted flexi-time, evening and weekend work, and flexibility when booking annual leave
10. Working as part of a team, providing support and working with others. There are generally 8-10 officers covering the two sides of the role -  
(i) consultation (ii) final account preparation

**Desirable:**

1. Experience of representing the Council in formal arenas such as Leasehold Valuation Tribunals/ First Tier Tribunal.
2. Skilled in Advanced Excel
3. Use of Northgate, Business Objects, Cedar, Rapid Housing finance systems

**Work Environment:**

Office based – 5 Pancras Square and home based

**People Management Responsibilities:**

This role involves no management responsibility

**Relationships:**

Primary relationships are internal within Leaseholder Services, Housing Management and Finance. Occasional secondary relationships with external suppliers of information (consultancy firms or building contractors) or services may occur

**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](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

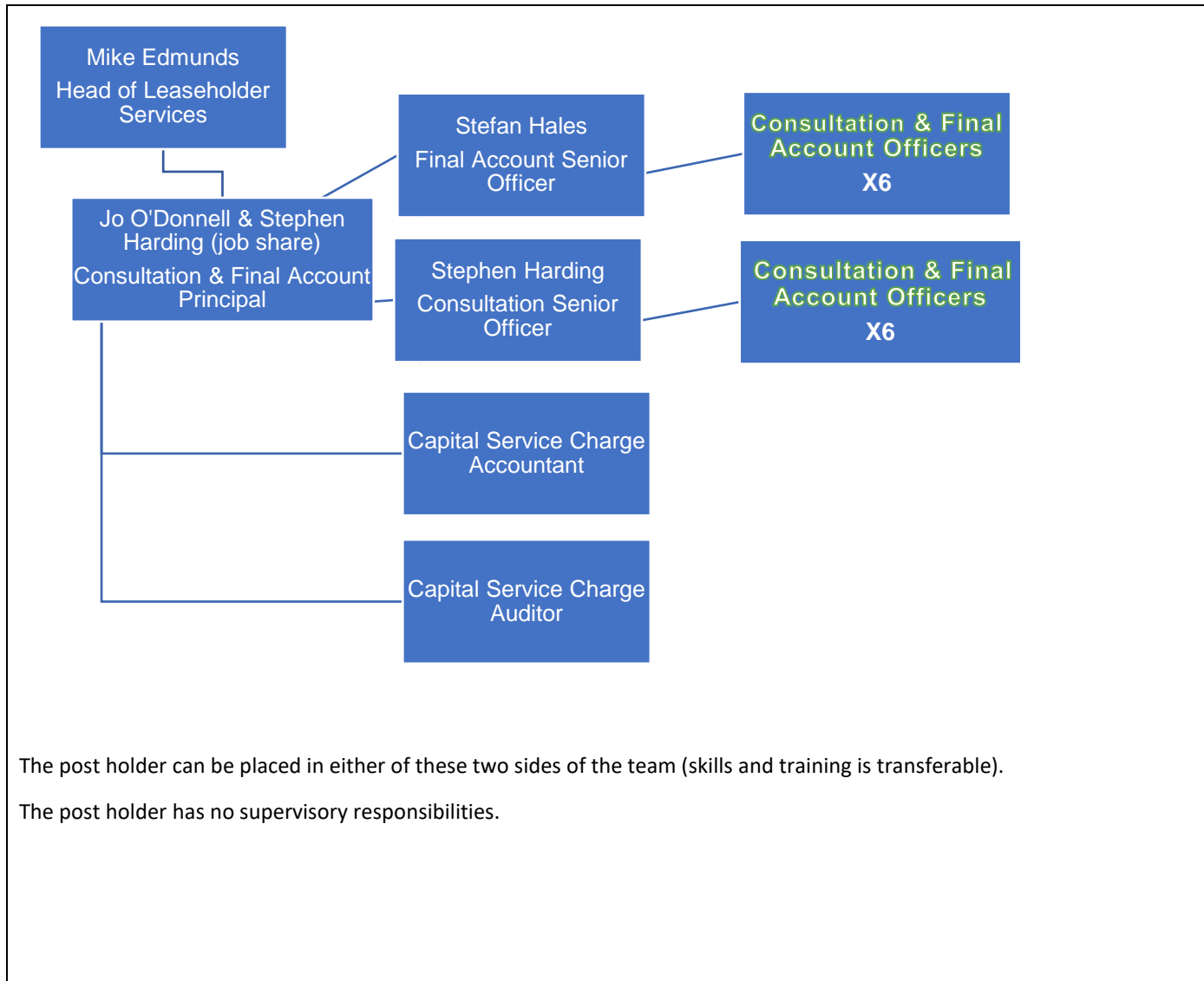
At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.

Position in Organisation/Organisation Chart



The post holder can be placed in either of these two sides of the team (skills and training is transferable).

The post holder has no supervisory responsibilities.