

Job Profile: Corporate Credit Control Officer

Job Title: Corporate Credit Control Officer

Job Grade: Level 3 Zone 2

Salary Range: £36,984 - £42,526

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

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.

- To manage the relationship with key stakeholders across all Council's services and business relationships both internal and external ensuring outstanding billing queries are resolved so that debt is recovered in a timely manner.
- You will regularly undertake business analysis, debt recovery reporting and project management, as well as assisting with software upgrades and installations of applications. You will play an active role in updating relevant documentation (policies & procedures) to a clear design specification, using standard approaches and techniques to ensure compliance across the Council.
- The post holder will independently manage all aspects of debt recovery, across all areas of debt making decisions on behalf of the Council that impact revenue.
- Working with the Credit Control Manager, Billing and Income Generation Manager, the post holder will work to develop and implement any changes in collection policy by also contributing to the development of billing and collection policies, procedures and debt recovery strategies.
- Responsible to instigate and conduct cases of appointee ship.

- Prepare relevant paperwork/documentation and attend court hearings on behalf of Camden ensuring Pre-Action Protocol has been adhered to. Representing the council and ensuring arrangements are agreed to recover debt on behalf of the council, ensuring we are maximising the recovery of debt and income into the organisation.
- Be the first point of contact and subject matter expert for debt recovery advice to all internal and external stakeholders.
- Proactively contact customers, providing support and advice on various payment options and carry out regular call campaigns to debtors.
- Produce regular updates and reports on the relevant areas of responsibility, keeping stakeholders informed as well as the HOS on the recovery timetable and progression highlighting areas of concern and risk associated with recommendations on solutions
- Continuously review the way in which debts are recovered and provide imaginative ways in which to improve the process that can be taken forward by management.
- To acquire and maintain a thorough understanding of statutory and local legislation for all the types of debts the service is responsible for, including the office computer systems, security measures and office policies and procedures, so that the following duties are carried out accurately and correctly.
- Prioritise, manage and undertake any other duties that the post holder might reasonably be expected to perform.
- Working in a fast-paced environment you will need strong and effective communication skills, as you will be working with colleagues across the Council, external agencies and suppliers to develop, implement and support business critical applications. Alongside this, you will provide on-going technical maintenance and user support in order to maintain their reliability and deliver business benefits.

Delivering a customer focused service

- Prioritise and deal with any queries and liaise with legal debt collectors, bailiffs, members of the public, debtors and council officers concerning the recovery of debt.
- Continuously manage, monitor and review debt accounts you have been set to be responsible for, using judgement regarding the financial viability of recovery.
- Provide advice and support to service users as necessary, to ensure they understand the debt recovery processes and its implications.
- Prioritise and deal with all the correspondence, telephone enquiries and complaints.
- Support the team when required and support colleagues when needed.

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 whilst always keeping themselves up to date with all the legal and legislation changes that affect the recovery of the debt.
- Work is carried out within policy frameworks where there is a degree of choice and where advice is not always available, and the post holder will need to be able to deal with it independently.

About you

- Good knowledge of central government welfare benefits and social care legislation, commercial rents legislations, housing rents legislation and any 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 in an office environment
- On occasion the post holder will be required to attend debtor premises to achieve the recovery of debt.

People Management Responsibilities:

The postholder has no staff management responsibilities. However, will supervisor and support the billing officers where required.

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](#).

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). 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,