

POST TITLE	TEAM LEADER – INCOME AND COST RECOVERY
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	INCOME AND COST RECOVERY MANAGER
NUMBER OF POST HOLDERS	2
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

The postholder will have lead responsibility for managing the day-to-day administration of all finance-related issues in a busy and complex environment. To manage and administer the process of all activities in relation to finance services, including the payment of contractors and the re-charging of costs incurred by the Council to owners during Service delivery. including liability and property ownership verification.

MAJOR TASKS/JOB ACTIVITIES

- Lead, manage and direct the operational workload of the Customer Service and Cost Recovery Officers.
- To provide routine performance monitoring reports to ensure performance targets are achieved, effective and efficient service is delivered to meet the service objectives and to support financial forecasts and action plans reported to Senior Managers and relevant committees.
- Support the senior management team in leading and managing the provision of administration and finance services to ensure they have capacity to perform extensive and detailed financial evaluation, monitoring and ability to forecast financial viability of service and plan service improvements to financial processes.
- Joint responsibility for revenue budget development to ensure that all resource requirements are identified for developing and implementing robust, risk-based, monitoring arrangements that enable implementation of the Service's approved budget to be tracked and delivered.
- Ensure all contractor and owner invoices are reconciled and paid at year end. Prepare accruals for any outstanding payments and invoices still to be paid or charged out Assist in monitoring costs paid to contractors and recharges to owners and report significant issues.
- Responsibility for the provision of detailed operational financial information and key performance indicators.
- Assist in reconciling the service accounts involving responsibility for jointly developing and maintaining a robust financial performance monitoring process to inform future service development.
- Provide support to the senior management team and for retrieving financial information and producing reports which can be interrogated and understood by the service.
- Supporting in the Procurement of all Works contracts. Measure, record, and monitor, for both the service as a whole and each contract (work package).
- Manage the serving of statutory notices when appropriate and charging out costs incurred to homeowners.
- To maximise the collection of debt to the Council for services.
- Manage the process of research of liability and ownership for each project.
- Management and responses of service requests and enquiries relating to billing process.
- Supporting the investigation of finance related customer complaints and FOI requests.

- Authorise purchase orders, contract valuations & invoices and debt recovery.
- Investigate any discrepancies in relation to contractor's invoices, ensuring any discrepancies are resolved.
- Prepare information for journal entries, inter-departmental charges, information required by Financial Services or other Departments.
- Ensure that all financial transactions comply with relevant legislation, standing orders and financial rules.
- Adhere to the sections Quality Assurance requirements and develop new and existing procedures as appropriate.
- Support future development and back office administration of all Finance and Case Management systems IT systems used by the Service.

KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Educated to HND level or equivalent in a relevant professional discipline. In exceptional cases this requirement may be satisfied through relevant experience and demonstrated competence
- Working knowledge of corporate financial systems including, Frontier, Oracle, Apex-DMS, Common Charges, Uniform, Northgate and any other relevant CEC systems
- Knowledge of financial services, budgets, people and project and change management is required. The post holder must demonstrate high levels of operational management competence with an ability to balance resources for the service.
- The post holder will make decisions on complaint resolution on a regular basis and take appropriate action to rectify to customer satisfaction.
- The post holder will make recommendation on service and ICT improvements for area of responsibility and decide how to implement as required, being accountable for the outcomes.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities and remote working on a hybrid basis. When required will work on site to support events or presentations to promote service delivery.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE

- The post holder will be responsible for the supervision and management of the Grade 5 Income and Cost Recovery Officers and the Grade 6 Information & Control Officer where appropriate.
- Lead the management, organisation and development this team including work planning, recruitment and training, development, motivation and support to meet the needs of the service.

RESOURCES

Responsibility for the departmental Case Management Systems, including overseeing system testing and upgrades. The postholder will be responsible for monitoring and reporting on debt recovery on projects with an estimated annual value of £5 million, including legacy projects.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures.
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including

co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).