

Day in the Life: Case Officer

Start of
the day



You start the day working from the Front of House in Petters as you are dealing with customer appointments during the morning.



You log into Civica 360 and check for any work that may have come in overnight, and prioritise your own workload to most effectively and efficiently deal with the most urgent and time critical items. Personal development plans (or PDPs) are important to you, so a meeting with your Team Leader is booked.



A customer arrives for their appointment and you assist them by giving more in-depth, detailed and actionable advice in your area of expertise.



You liaise with the Customer Focused Team and colleagues as necessary to share knowledge, provide information and ensure tasks are completed to a high standard.



Working from home during the afternoon is in your diary so other team members know where you are. You need some assistance with a complex case, so you contact a specialist who gives you guidance to work the case through for the customer.



The Locality team assists you in gathering some additional information that you need from a vulnerable customer.

End of
the day