



Case Team - Example Activities

To ensure the Council provides integrated services to external customers focussed on their needs by acting as a single point of contact to the customer throughout the complete customer journey, and by managing and resolving the vast majority of cases.

- Manage the relationship with the customer
- Deliver core processes efficiently and effectively
- Deliver standard cases and consult with specialists where necessary

Manage rule-based customer cases and issues

Own cases through to completion

Promote self-service and spot further opportunities

Support continuous improvement of processes & procedures

Share best practise across the Council

Produce documents

Take payments

Update back office data

Scanning and indexing