



South Somerset District Council

Role Description

Role Title: Case Officer - Property

Location: Yeovil / Agile

Job Family: Case Services

Grade: 3

Main purpose

Delivering Case Services to internal customers within the Property Services team, providing a fast, high quality, consistent and continuously improving service for customers

Key tasks

Grade 3

- Assist the efficient, effective and consistent processing and resolution of Property case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.
- Assist with the understanding of internal customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of internal customer satisfaction.
- Indexing of documentation
- Manage Property cases and issues effectively and understand when to consult with others, including specialists.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- To provide support for the escalation of service issues
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.



Personal Specification

Professional and educational qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Good standard of general education including GCSE at grade C or above or equivalent in English and Maths 	<ul style="list-style-type: none"> • Educated to A Level standard or equivalent or qualified by strong relevant experience · Local authority related qualification • Full driving licence

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Validating and processing cases e.g. repair and service requests, orders and invoices, supplier contracts, complaints, reports • Analysing and processing information for reporting Experience within a customer-focused service providing excellent customer service 	<ul style="list-style-type: none"> • Working in an estates or facilities management team or in a construction/maintenance entity • Working in a local authority • Information processing and analysis • Purchasing/ procurement administration • Basic working knowledge of the legislative frameworks surrounding the areas of specialism • Health and safety awareness

Key Skills

Essential	Desirable
Proactive with commitment to provision of excellent customer service	Able to review processes and recommend better ways of working
Able to communicate effectively both orally and in writing	Proficient in the use of Council systems
Numerate	
Accuracy and attention to detail	
Well organised and methodical	
Team worker with ability to work on own initiative	
Resourceful and flexible in approach	
Problem solving and decision making	
Able to perform efficiently and effectively under pressure	



South Somerset District Council

Proficient in MS Office or equivalent	
---------------------------------------	--

Knowledge

Essential	Desirable
Understanding of the operation of larger organisations	Broad knowledge of Council services, systems and procedures
Data protection	Good knowledge of terminology and acronyms used by service area
Equalities	Knowledge of either facilities management or building maintenance