



South Somerset District Council

Role Description

Role Title: Case Officer (Climate Change Support) – Commercial Services and Income Generation

Location: Yeovil / Agile

Grade: 4

Main purpose

Delivering case services, activities, projects and workstreams to customers, providing a fast, high quality, consistent and continuously improving service for customers

Key tasks

- Assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice
- Assist with the understanding of 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 customer satisfaction
- Indexing of documentation
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve
- Manage simple activities and projects 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
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning Arrangements

Grade 4



- All of above
- Assist with knowledge sharing across the relevant teams
- Personally own the resolution of some complex activities, projects and workstreams
- Assist with the design and development of tools and guidance notes for the areas of specialism to embed consistency and share knowledge and best practice

Personal Specification

Case Officer (Climate Change Support)

Professional and educational qualifications

Essential	Desirable
Educated to A Level standard or equivalent in relevant subject area or qualified by strong relevant experience	Degree or equivalent in relevant subject

Experience

Essential	Desirable
Analysing and processing information	Experience of supporting projects to achieve successful outcomes
Supporting work in carbon management and energy reduction fields.	Involvement in carbon capture and off-setting projects
Programmes of work in waste reduction, recycling and natural resource management	Assisting with data collation to calculate carbon footprints for a range of facilities and operations
Working with communities and businesses on environmental projects eg waste reduction schemes	Working with external partners to understand strategic energy, transport and waste opportunities
Supporting the production of business cases and implementation of action plans	Supporting delivery of Strategic outcomes
Assisting with grant applications and fundraising	Project management
Tree planting and woodland management	



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 & confidently both orally and in writing	Proficient in the use of Council systems
Facilitation of group discussions and workshop events	Able to interpret data
Writing creative editorial to engage a range of target audiences	Use of excel spreadsheet and GIS systems
Ability to produce and assess business cases for relative merits	
Numerate with accuracy and attention to detail	
Well organised and methodical	
Creative, resourceful and flexible in approach	
Problem solving and decision making	
Proficient in MS Office or equivalent	
Ability to work, including some evenings and weekend work, throughout the year	

Knowledge

Essential	Desirable
Impacts of Climate Change	Emerging national policy and legislation
Supporting Carbon reduction and offsetting opportunities and quantification of priority projects	Planning policy framework
Low emission vehicles, in particular electric vehicle use and infrastructure	Wider environmental issues including nature conservation and biodiversity
Data Protection	Local and regional funding opportunities
Knowledge of waste reduction, natural resource conservation, renewable energy, energy reduction and low emission vehicles.	Understanding of relevant policy, legislation and processes



South Somerset District Council

Equalities	Somerset Nature Conservation and other environmental organisations
Health and Safety	