

## Role Description

**Role Title:** Case Services Officer

**Location:** Yeovil / Agile

**Grade:** 3-5

### Main purpose

Delivering Case Services to internal customers, enabling them to manage the Council's business and delivery of services to customers.

### Key tasks

#### Grade 3

- 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.
- Provide an indexing service to internal customers as part of the Digital Mailroom.
- 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 internal customer satisfaction.
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Manage rule-based customer 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.
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning arrangements.

#### Grade 4

- All of the above.
- Assist with knowledge sharing across case teams.
- Personally own the resolution of some complex cases.
- Assist with the design and development of tools and guidance notes for the areas of

specialism to enable the team to self-serve and widen their knowledge.

**Grade 5**

- All of the above.
- To act as lead case owner in one or more areas of specialism, personally owning the resolution of more complex cases.
- Promoting new ways of working, responsible for multi-skilling people within teams and encouraging knowledge sharing across case work teams.
- Support to the Team Leader for operational management of the service as required, including overseeing people and responding to performance information.
- Work with Team Leader to support and develop others within the team in the areas of specialism.
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning arrangements.

## Personal Specification

### Professional and educational qualifications

Essential	Desirable
Grade 3 & 4: <ul style="list-style-type: none"> <li>• Good standard of general education including GCSE at grade C or above or equivalent in English and Maths</li> </ul>	Grade 3 & 4: <ul style="list-style-type: none"> <li>• Educated to A Level standard or equivalent or qualified by strong relevant experience</li> <li>• Local authority related qualification</li> </ul>
Grade 5: <ul style="list-style-type: none"> <li>• Educated to A Level standard or equivalent or qualified by strong relevant experience and /or local authority related qualification</li> </ul>	Grade 5 <ul style="list-style-type: none"> <li>• Degree or equivalent</li> </ul>

### Experience

Essential	Desirable
Grade 3 & 4: <ul style="list-style-type: none"> <li>• Validating and processing cases e.g. applications, complaints, service requests, reports</li> <li>• Analysing and processing information for reporting</li> <li>• Experience within a customer-focused service providing excellent customer service</li> </ul>	Grade 3 & 4: <ul style="list-style-type: none"> <li>• Working in an enforcement environment</li> <li>• Working in a local authority</li> <li>• Consultation processing and analysis</li> <li>• Purchasing/ procurement administration</li> <li>• Basic working knowledge of the legislative frameworks surrounding the areas of specialism</li> </ul>
Grade 5: <ul style="list-style-type: none"> <li>• Validating and processing a range of complex cases e.g. applications, complaints, service requests, reports</li> <li>• Analysing and processing information for reporting</li> <li>• Experience within a customer-focused service providing excellent customer service</li> <li>• Experience of assisting in delivering change particularly in relation to process improvement</li> <li>• Good working knowledge of the policies and processes across one or more areas of specialism</li> </ul>	Grade 5: <ul style="list-style-type: none"> <li>• Experience of supporting projects to achieve successful outcomes</li> <li>• Good working knowledge of the legislative frameworks surrounding the areas of specialism</li> </ul>

## 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	
Proficient in MS Office or equivalent	

## Knowledge

Essential	Desirable
Good understanding of Council services	Broad and detailed knowledge of Council services, systems and procedures
Knowledge and understanding of relevant legislation and processes	Good knowledge of terminology and acronyms used by service areas
Data protection	Enforcement procedures where applicable
Equalities	