



Role Description

Role Title: Case Officer Arts, Engagement and Outreach

Location: Yeovil/Agile

Job Family: Case Services

Grade: 3-5

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.

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.

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 activities, projects and workstreams.
- Promoting new ways of working, responsible for multi-skilling people and encouraging knowledge sharing across teams.
- Provide support to the relevant Manager for operational management of the service as required, including overseeing people and responding to performance information.
- Work with the relevant Manager to support and develop others within the team.





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 • Educated to A Level standard or equivalent or qualified by strong relevant experience · Arts related qualification 	<ul style="list-style-type: none"> • Educated to Degree standard or equivalent or qualified by strong relevant experience · Arts related qualification

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Developing and delivering projects • Working with partners and developing relationships • Experience of commissioning work and evaluating work and projects 	<ul style="list-style-type: none"> • Working in an arts organisation • Consultation processing and analysis • Basic working knowledge of the legislative frameworks surrounding the areas of specialism • Experience of working with key strategic partners – Arts Council, arts funders, artists and arts practitioners

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	Grant / Bid Writing
Developing Relationships	
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	
Proficient in MS Office or equivalent	

Knowledge

Essential	Desirable
Arts Development to including supporting artists development, developing projects, fundraising and evaluating work	
Good understanding of Arts organisations and procedures in the UK	Good understanding of Arts organisations in Somerset
Knowledge and understanding of relevant legislation and processes	Good knowledge of Project Management and Health and Safety of public events
Equalities	Data protection

