



Role Description

Role Title: Case Officer – Strategy & Commissioning

Location: Yeovil / Agile

Job Family: Case Services

Grade: 4

Main purpose

Delivering support to internal and external customers, supporting the interpretation of ambition and vision into outcome focussed plans, strategies, projects and initiatives.

Key tasks

Grade 3

- Assist the efficient, effective and consistent processing and resolution of strategy & commissioning work,(as outlined in the context statement) identifying and meeting the needs of the service and ensuring the sharing and dissemination of best practice.
- Supporting activity and projects as required by the Strategy & Commissioning function.
- 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 risks and issues.

Grade 4

In addition to the tasks outlined above a Grade 4 post will be expected to:

- Assist with knowledge sharing across the Strategy & Commissioning service.
- 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

Professional and educational qualifications

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

Experience

Essential	Desirable
Grade 3 & 4 <ul style="list-style-type: none"> • Validating and processing activities, projects and workstreams • Analysing and processing information for reporting • Experience within a central support service providing excellent customer service to internal customers 	Grade 3 & 4 <ul style="list-style-type: none"> • Working in a local authority • Consultation processing and analysis • Procurement administration • Handling of performance data • Basic working knowledge of the legislative frameworks surrounding the areas of specialism

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	Microsoft Excel skills
Accuracy and attention to detail	Graphic design qualification or knowledge of design software
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
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

