



Role Description

Role Title: Case Services Officer

Location: Yeovil / Agile

Job Family: Case Services

Grade: 3

Main purpose

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

Key tasks

- Assist the efficient, effective and consistent processing and resolution of customer case work, specifically using database data management system to process new Council Tax Support applications and changes in circumstances. You will also be required to identify and meet customer needs and ensure 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 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.





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

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Validating and processing cases e.g. applications, complaints, service requests, 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 enforcement environment • Working in a local authority • Consultation processing and analysis • Purchasing/ procurement administration • 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	
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
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	

