

## Role Description

**Role Title:** Case Officer

**Location:** Yeovil / Agile

**Grade:** 3-5

### Main purpose

Delivering Case Services to external customers, providing a fast, high quality, consistent and continuously improving service for 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.
- 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.
- Indexing of documentation
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Manage 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

Grade 4

- All of above
- Assist with knowledge sharing across case teams.



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- 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.



## Personal Specification

### Professional and educational qualifications

| Essential  | Desirable   |
|--|---|
| Grades 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>                       | Grades 3 & 4: <ul style="list-style-type: none"> <li>• Educated to A Level standard or equivalent or qualified by strong relevant experience - 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  |
|--|--|
| Grades 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>  | Grades 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>  |



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## 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  |  |