



South Somerset District Council

Role Description

Role Title: Case Officer – Commercial Services and Income Generation

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

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 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
- Promote a culture that is supportive of the Council's purpose, aims and values and to take all reasonable steps to maintain good employee relations
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning Arrangements



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Grade 4

- All of above
- Assist with knowledge sharing across the relevant teams

- Personally own the resolution of some complex activities, projects and workstream.
- 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



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Personal Specification

Case Officer (Bereavement)

Professional and educational qualifications

Essential	Desirable
Good standard of general education	Horticultural based qualification. Cremator Technician Qualification.

Experience

Essential	Desirable
Validating and processing activities, projects and work streams	Working in a bereavement environment
Working knowledge of computer based operating systems	Cremator operation experience
Grounds maintenance experience	Basic working knowledge of relevant legislation

Key Skills

Essential	Desirable
Proactive with commitment to provision of excellent customer service	Able to review processes and recommend better ways of working
Proficient in MS Office or equivalent	Proficient in the use of Council systems
Able to communicate effectively both orally and in writing	
Numerate	
Accuracy and attention to detail	
Well organised and methodical	
Team worker with ability to work on own initiative	
Resourceful and flexible in approach	
Able to behave in a respectful, dignified and responsible manner	



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Able to perform efficiently and effectively under pressure	
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Knowledge

Essential	Desirable
Good understanding of bereavement services	Basic knowledge of Council procedures and environmental issues
Good knowledge of terminology and acronyms used by service areas	Knowledge and understanding of relevant legislation and processes
Data protection	
Equalities	