

Resources Case Manager



Job Title	Resources Case Manager
Service Area	Resources
Grade	9
Job Reference	FG19 – RD03

Reporting to	Responsible for
Director of Resources	Resources Case Team Leaders

Team Purpose
To support and enable teams across the council to deliver quality services for customers by providing excellent support services.

Role Purpose
To build effective relationships with Directors and their leadership teams co-ordinating and galvanising case owner activity to meet their operational needs. To support the operational and functional management of the Resources Case Management function ensuring the provision of a responsive service to internal customers.

Key Accountabilities	
<ul style="list-style-type: none"> • Business partner for the Strategy, Performance & Communications and Resources directorates, developing a deep understanding of the business area and translating its service requirements into practical support • Ensuring the delivery of joined up and co-ordinated cross specialist support for operational teams services across the organisation. Consulting and negotiating with support services specialists and to deploy resources in line with the requirements of the Directorate / business area they are responsible for • Leading and co-ordinating case management activity to support their business area. Ensuring 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 • Understanding 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 • Promoting new ways of working, responsible for multi-skilling people within directly managed teams and encouraging knowledge sharing across Resources • Supporting customer self-serve and spotting opportunities for the council to initiate further enabling and self-serve. This could involve championing own ideas, participating in multi-departmental teams or project teams 	

Key Objectives	
Working with customers	<p>Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes.</p> <p>Develop digital and self-service channels and implement customer enabling and prevention opportunities.</p>
Working towards the Corporate Plan	<p>Contribute to Corporate Plan development and the development of associated plans and policies.</p> <p>Deliver agreed objectives and services associated with the Corporate Plan.</p>
Knowledge of services	<p>In-depth understanding of specialist area, being professionally qualified in one and good understanding of the operation of another.</p>
Using systems effectively	<p>Advanced skills in a number of Resources Specialist Services systems.</p>

Specific Tasks	
Case management skills	<p>Ensure effective, efficient and customer focused case management across the council. Manage delivery across all Case Management processes for a wide range of</p>

Specific Tasks	
	<p>applications; more complex cases and reports/complaints, and associated activity e.g. site visits, enforcement - referring queries to the Specialist team when required. Ensure the delivery of a broad range of rules based case activities through a team of Caseworkers. Ensure the team act as a hub linking customers and other Customer & Specialist Services contact teams together. Manage the support, nurturing and coaching of staff in Resources Case Management and service processing to build staff confidence and knowledge across the team.</p>
Team work and working with others	<p>Working closely with other managers and specialists to monitor performance, solve problems and optimise performance. Managing customer relationships and delivering improvement through teamwork. Manage and develop the team's skill levels to support multi-skilling and knowledge transfer and build resilience. Ensure the teams are managed effectively in conjunction with the team leaders. Manage the team's behaviours and ways of working, encouraging communication and empowerment within the team and in the way the team works with others. Working closely with other managers and specialists to monitor performance, solve problems and optimise performance.</p>
Enquiries, reports and service requests	<p>Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team. Ensure that the customer's preferred method of contact is captured and maintained.</p>
Processing and administration	<p>Ensure accurate records are maintained and systems are updated. Implement and develop new ways of working. Manage the operation and content of all relevant information systems.</p>
Ability to support corporate projects	<p>Lead support to Specialists for corporate projects and objectives, acting as a member of corporate or community project team, providing specialist advice and input.</p>
Strategy and policy	<p>In consultation with other Managers and Lead/Senior Specialists; develop, implement and monitor strategy, policy, service and financial plans and the budget, to provide best value for the council. Prepare and present reports to council committees and other internal and external meetings which contribute towards the development of council strategy & policy.</p>

Specific Tasks	
Performance	Lead, develop and manage the team's performance and quality control KPI's to ensure service delivery targets are met within budget. Promote an organisational culture that empowers and motivates staff and achieves good communication, positive employee relations and effective employee development. Provide staffs with positive leadership, guidance, coaching, direction and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.

Qualifications
Educated to degree or equivalent level of extensive experience. Management or professional qualification or qualified by strong relevant experience.

Knowledge, Skills and Experience
Ability to lead, manage and motivate staff including setting clear targets and objectives and proactively managing work flow, priorities and performance. Demonstrable experience of delivering services focussed on customer needs. Broad knowledge of council's services and systems. Successful track record of leading, motivating and developing teams to deliver targets in a customer focused environment. Ability to drive and deliver results and performance improvements. Managing conflicting priorities, sometimes under pressure.

Specialist Knowledge
Broad understanding of council services and systems. In depth knowledge of effective utilisation of relevant workflow, CRM, customer portal and performance systems. Operational management to a series of KPIs within agreed budget. Experience of building and leading high performing teams

Special Requirements	
Emergency Planning	This post will be on occasions required to take part in the council's emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	<p>This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
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Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Organisational Culture Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Guildford behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Embraces Change	Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.
Innovation and creative thinking	Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively

Effective communication	Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.
Customer focus	Puts the customer first, builds effective relationships and seeks feedback to address their needs.
Problem solving & decision making	Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.
Focus on efficiency	Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.
Performance and learning	Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.
Team working	Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.
Builds relationships	Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.
Commitment to the organisation	Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
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Signed (Service Lead):		Date:
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