

## Role Specification – Case Services Officer

Service Area	Case Services
Role Title	<ul style="list-style-type: none"> <li>Case Services Officer</li> </ul>
Role Family	<ul style="list-style-type: none"> <li>Case Services</li> </ul>
Location	<ul style="list-style-type: none"> <li>Oxted/Agile</li> </ul>
Operational Reporting Line	<ul style="list-style-type: none"> <li>Case Services Team Leader</li> </ul>
Functional Reporting Line	<ul style="list-style-type: none"> <li>Case Services Manager</li> </ul>
Themes to support	<ul style="list-style-type: none"> <li>Regulatory</li> <li>Business &amp; Income</li> <li>Resident Support</li> </ul>
Grade	<ul style="list-style-type: none"> <li>Level 1 – TC1 - TC2</li> <li>Level 2 – TA1 – TA2</li> <li>Level 3 – M1</li> </ul> <p>(TC1 is applicable for trainees and apprentices only)</p>

### Service Area Purpose

Case Services provides a professional, efficient and integrated case management service to external customers, working with other service areas as necessary e.g. Locality Services to inform and resolve cases, which could include enforcement issues, site visits and empty properties, and provide support to that Team if required.

The three main themes that Case Services includes are:

- **Regulatory** – Services that protect the public, the environment, homes and communities
- **Resident Support** – supporting our more vulnerable customers that may need higher levels of support, such as housing and benefits
- **Business and Income** – Services that collect income for the council and support business customers

## Specific Responsibilities

- Process customer cases and issues effectively using good practice guidance, policies and procedures and understand when to consult with others, including Specialists.

## Person Specification

Level 1

TC1:

### Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"><li>• Basic literacy and/or numeracy required</li></ul>	<ul style="list-style-type: none"><li>• Good standard of general education and/or equivalent experience</li></ul>

### Experience

Desirable
<ul style="list-style-type: none"><li>• Experience of working in an office environment, customer services or contact centre operation.</li></ul>

### Key Skills and Knowledge

Essential
<ul style="list-style-type: none"><li>• Proactive with commitment to provision of excellent customer service.</li><li>• Good written and verbal communication skills.</li><li>• Numerate.</li><li>• Accuracy and attention to detail.</li><li>• Well organised and methodical.</li><li>• Team worker with ability to work on own initiative.</li><li>• Resourceful and flexible in approach.</li><li>• Able to perform efficiently and effectively under pressure.</li><li>• Proficient in MS Office.</li><li>• Understanding of the broad requirements of the data protection principles</li><li>• A commitment to equality and diversity</li></ul>

TC2:

*All the above and*

### Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"><li>• General standard of literacy and/or numeracy required.</li></ul>	<ul style="list-style-type: none"><li>• Good standard of general education and/or equivalent experience</li><li>• Level 1 Qualification or equivalent</li></ul>

## Experience

Essential	Desirable
<ul style="list-style-type: none"><li>• Understanding of one or more of the following:<ul style="list-style-type: none"><li>○ Maintenance of databases</li><li>○ Validating and processing cases e.g. applications, complaints, service requests, reports</li><li>○ Analysing and processing information for reporting.</li></ul></li><li>• Problem solving and decision making by application of readily understood procedures/techniques</li></ul>	<ul style="list-style-type: none"><li>• Able to review processes and recommend better ways of working.</li><li>• Proficient in using technology</li><li>• Able to apply key skills across multiple processes and cases across a directorate.</li><li>• Knowledge and understanding of relevant processes.</li></ul>

## Key Skills and Knowledge

Essential
<ul style="list-style-type: none"><li>• Proactive with commitment to provision of excellent customer service.</li><li>• Ability to communicate effectively with customers, colleagues and other stakeholders both orally and in writing.</li><li>• Numerate.</li><li>• Accuracy and attention to detail.</li><li>• Well organised and methodical.</li><li>• Team worker with ability to work on own initiative.</li><li>• Resourceful and flexible in approach.</li><li>• Able to perform efficiently and effectively under pressure.</li><li>• Proficient in MS Office.</li><li>• Understanding of the broad requirements of the data protection principles</li><li>• A commitment to equality and diversity</li></ul>

## Level 2

TA1:

*All the above and:*

## Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"><li>• Good standard of literacy and /or numeracy required.</li></ul>	<ul style="list-style-type: none"><li>• Good standard of general education and/or equivalent experience</li><li>• Level 2 qualification or equivalent</li></ul>

## Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Good understanding of one or more of the following:               <ul style="list-style-type: none"> <li>○ Maintenance of databases</li> <li>○ Validating and processing cases e.g. applications, complaints, service requests, reports</li> <li>○ Analysing and processing information for reporting</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Working in a matrix environment where cross team and corporate working are essential.</li> </ul>

## Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> <li>• Detailed knowledge and understanding of the organisational procedures that relate to a particular work area.</li> <li>• Problem solving and decision making in order to resolve straightforward problems within Support Services.</li> <li>• Able to review processes and recommend better ways of working.</li> <li>• Proficient in the use technology</li> <li>• Able to apply key skills across multiple processes and cases across a directorate.</li> </ul>	<ul style="list-style-type: none"> <li>• Broader knowledge of Council services, systems and procedures.</li> <li>• Able to interpret information/situations to resolve more complex problems..</li> </ul>

TA2:

*All the above and:*

### Qualifications / Education

Essential
<ul style="list-style-type: none"> <li>• Good standard of general education required, including Maths and English and/or equivalent experience</li> </ul>

## Experience

Essential
<ul style="list-style-type: none"> <li>• Experience in a key Case Services area and relevant processes and procedures.</li> </ul>

## Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"><li>• Able to interpret information/situations to resolve more complex problems.</li><li>• Some expert knowledge of one or more complex procedures.</li></ul>	<ul style="list-style-type: none"><li>• Expert knowledge of a range of complex processes in Case Services.</li><li>• Broad and detailed knowledge of some Council services, systems and procedures.</li></ul>

## Level 3

M1:

*All the above and:*

## Qualifications / Education

Desirable
<ul style="list-style-type: none"><li>• Educated to degree-level or equivalent relevant professional qualification and or equivalent experience</li></ul>

## Experience

Desirable
<ul style="list-style-type: none"><li>• Extensive experience in one or more of the key Case Services areas and relevant processes and procedures.</li></ul>

## Key Skills and Knowledge

Essential
<ul style="list-style-type: none"><li>• Able to interpret information/situations to resolve more complex problems using creative thinking.</li><li>• Expert knowledge of a varied range of complex processes in Case Services.</li><li>• An understanding of the underpinning legislative/regulatory/technical context for processes and cases in a specific area of Case Services.</li></ul>