

Role Scope – Case Services Officer

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

Main purpose

- To provide an efficient and effective case management service across the entire scope of the service area, managing and ensuring resolution of the vast majority of cases.
- To ensure that the Council provides an integrated service to external customers that is focused on their needs by acting as a single point of contact throughout the customer journey in the following themes:
 - 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

Key responsibilities

Supporting the Council's Culture

- 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.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- 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.
- Adhere to the Council's Attitudes and Approaches framework.

Level 1

TC2:

- Take ownership of tasks to assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs.
- Assist with the understanding of customer need and enabling a quicker, 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.
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- Support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- Escalate service issues as required.

Level 2

TA1

All the above and:

- Take ownership of tasks to assist the efficient, effective and consistent processing and resolution of customer case work where a range of tasks may be complex, and situations may require some interpretation, identifying and meeting customer needs.
- Assist in sharing and disseminating information/ advice and best practice within the relevant theme.

TA2

All the above and:

- Assist with knowledge and best practice sharing across the Case Services Team.
- Personally own the resolution of some complex cases.

- Assist with the design and development of tools and guidance notes to enable the team to self-serve and widen their knowledge.

Level 3

M1

All the above and:

- Act as lead case owner, personally owning the resolution of more complex cases.
- Promote new ways of working, responsible for multi-skilling people within teams and encouraging knowledge sharing across the case work team.
- Support the Team Leader in the operational management of the service as required, including overseeing people and responding to performance information.
- Work with Team Leaders to support and develop others within the team.