

<b>Job Title</b>	Case Owner (Level 3)		
<b>Service</b>	Corporate Services		
<b>Team</b>	Case Management	<b>Location</b>	Shute End/Smart Working
<b>Reports to</b>	Case Management Lead	<b>Grade</b>	6

This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

### Summary of Role

- To work effectively with Case Management Leads and specialists co-ordinating and galvanising case owner activity to meet their operational needs.
- To support the operational and functional management of the Business Services case management function ensuring the provision of a responsive service to internal customers

### Key Accountabilities

#### Service Delivery Accountabilities

- Ensure 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.
- Promoting new ways of working, responsible for multi-skilling people within teams and encouraging knowledge sharing across case work teams.
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Manage customer issues effectively and understand when to consult with others, including specialists. Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- To act as lead case owner in one area of specialism, personally owning 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.

### Management Accountabilities

- 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

### Additional Corporate Responsibilities

1	<b>Health and Safety:</b> Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
2	<b>Equal Opportunities:</b> To take positive action to ensure a thorough understanding of, and positive commitment to, equality in both service delivery and employment practices.
3	<b>Safeguarding responsibilities:</b> At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
4	<b>Special Factors:</b> These will vary from role to role as defined within the individual contracts of employment.
5	<b>Behaviour:</b> Works within the Council’s “competency framework” and adheres to the Code of Conduct and the Council’s Constitution.

### Competencies Required in Role

Core Competencies	Foundation	Proficient	High Achiever	Role Model
21 <sup>st</sup> Century Public Servant		✓		
Personal Responsibility		✓		
Professionalism & Know How		✓		
Working together		✓		

### Person Specification

#### Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>• Attained or working towards a recognised vocational or professional qualification and/or equivalent practical work experience.</li> </ul>	

Technical Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using relevant technology and software used within similar service areas.</li> </ul>
<ul style="list-style-type: none"> <li>• Well-developed written and verbal communication skills</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to actively listen in order to extract and assess the important information</li> </ul>	
Knowledge & Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience within a customer-focused service providing excellent customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Basic working knowledge of the legislative frameworks surrounding the areas of specialism</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of administering processes to tight timescale and with high levels of accuracy</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supporting and developing others</li> </ul>
<ul style="list-style-type: none"> <li>• Experience of assisting in delivering change particularly in relation to process improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Good working knowledge of the policies and processes across most specialist areas</li> </ul>