

## Role Profile

<b>Job title</b>	Case Officer (Place)
<b>Role Family</b>	Customer Services & Case Management
<b>Grade</b>	Level 1 – Grade C
<b>Reports to</b>	Case Management Team Leader
<b>Politically restricted post</b>	No
<b>DBS requirement</b>	N/A

### **Team Summary**

The case management team has a focus on delivering core processes within the Place and Housing & Operations Directorates as efficiently and effectively as possible. Working as an empowered and multi-skilled team, requests will be dealt with on a case management basis using systems and processes to follow workflows, business rules and guidance to resolve a case. The team act as the initial point of contact for the customer through their customer journey consulting with specialists as appropriate to resolve and close the case. The team will manage requests using technical knowledge, business rules, statutory guidance, systems and processes that are in place and by following workflows. Where a case is considered to be complex it should be passed over to a relevant Specialist within either the Place or Housing & Operations Directorate.

The Place Directorate includes Regulatory & Community Services, Building Control, Development Management, Revenues & Benefits, Economic Development and Customer Services. In addition, the Case Management team will also undertake duties relating to areas within the Housing & Operations Directorate including Housing Operations and Housing Assets & Delivery. The areas covered by the Case Management team are likely to increase as the Council progresses through its Transformation programme.

### **Role Purpose**

Case Officers will undertake a broad range of duties covering the areas within the Place and Housing & Operations Directorates of the Council. The work undertaken will include (but not be limited) to providing support to housing operations, assets & delivery, regulatory services, building control, revenues & benefits and development management.

Case Officers will develop a range of skills, knowledge and in some instances specific qualifications that are required to undertake the role. Officers' grades will be reflective of their duties.

### **Key Tasks and Responsibilities**

#### **All Levels:**

- Ensure accurate, professional and timely case management support is provided to customers that supports the council's business needs and service delivery objectives.
- Ensure policies, procedures and workflows for dealing with case requests are adhered to.
- Assist in ensuring the systems and processes in place for service delivery are fit for purpose.
- Maintain strict confidentiality and ensuring data protection rules are followed.
- Promote knowledge and understanding of case management processes and systems across the council.
- Identify improvements in customer and service provision, identifying any synergies between service areas and where work activities overlap, reporting to Team Leaders so work areas can be combined appropriately.
- Actively develop and maintain knowledge of Council services, processes and procedures.

#### **Level 1:**

- Undertake straight forward cases that will require some understanding of the relevant service processes, regulations and legislation.

### **Specific Tasks and Responsibilities**

- Housing / Homeless / Revenues and Benefits / Private Sector Housing / Requisitions / Grounds Maintenance / Complaints / Other department duties to be added or undertaken on a business needs basis
- To Import emails from all group trays into work trays
- To band and update housing applications and change of circumstances
- To process Bed and Breakfast or temporary accommodation requests by procuring suitable/vacant rooms, updating Locata, produce letters and raise invoices to cover their stay.
- To process medical applications when required and band after medical decision.
- To book or request appointments for other departments and advise customer of documents/evidence required and complete application with customer in reception when required.
- Download Department of Work and Pensions returns and upload to Civica.
- Record DFG applications on M3, acknowledge, email relevant parties and answer calls from customers and Family Mosaic relating to the application
- Record PSH inspection requests in M3, prioritise and send letter
- Raise purchase orders for all council departments and ensure accurate records are held. Goods receipt order once approval has been provided by Budget Manager.
- To record annual leave on behalf of the Grounds Maintenance department, raise purchase orders and goods receipt requisitions for the team, liaise with the team and customers for memorial benches, carry out general admin for the Grounds Maintenance team
- Record and monitor complaints for the council, forwarding relevant documents to investigating officers and customers. Liaising with the ombudsmen.

### **Corporate Expectations**

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

### **Qualifications**

**Level 1:** Good standard of education with a minimum of 5 GCSE's or equivalent is essential, NVQ2 Business Administration would be desirable.

### **Knowledge, Skills & Experience**

#### **All Levels:**

- Ability to work as part of a team
- Excellent written and oral communication skills
- Attention to detail and accuracy
- Competent user of IT, particularly Microsoft Office, with an ability to learn new systems quickly
- Proactive and committed to continued service and personal development
- Ability to adapt and organise work to meet deadlines whilst maintaining high standards
- Professional and customer focused approach
- Ability to build working relationships at all levels

**Level 1:**

- Understanding of customer focused roles with ideally a minimum of one years' experience of working in a similar role learning administrative skills
- Ability to analyse and respond to requests with an understanding of when to seek assistance and when to escalate a case.