



# ROLE SPECIFICATION



**WOKINGHAM**  
BOROUGH COUNCIL

<b>Job Title</b>	Lead (LEVEL 1)		
<b>Service</b>	Customer & Localities		
<b>Team</b>	Customer & Case Management/ Locality Services	<b>Location</b>	Shute End/Smart Working
<b>Reports to</b>	Operational Lead	<b>Grade</b>	7

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 and collaboratively with fellow Locality Officers, Customer Delivery Officers, Operational Leads and Specialists to ensure the service is responsive and meets the appropriate needs of its residents, customers and other users of the Council's services.
- To support the Operational Lead and functional management of Localities Services.

### Key Accountabilities

#### Service Delivery Accountabilities

- Ensure efficient, effective and consistent resolution in identifying and meeting customer needs, best practice and procedure.
- Understanding the 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.
- Responsible for multi-skilling people within directly managed teams and encouraging knowledge sharing across Customer Services and Localities.
- Updating the knowledge of the service throughout the organisation including the updating and developing of best practice and contributing to continuous improvement in service delivery.
- Solving problems and managing moderately complex cases, taking decisions, applying discretion and judgement in relation to the policy guidelines. Processing applications and cases that require specialist expertise and judgement and advising the case management & service processing team on aspects of minor/less-contentious applications or cases.
- Working collaboratively with fellow Locality Officers, Customer Delivery Officers, Operational Leads and Specialists, always focusing on an early resolution for the customer.
- Applying knowledge to support and where appropriate assisting in the leading of medium sized projects, contributing to the development of corporate policy, strategy and plans.

## Management Accountabilities

- Support Operational Management of the service, including overseeing people and responding to performance information.
- To recommend and where appropriate take ownership for processes and procedures within the service using best practice from others where appropriate.
- To provide support for the escalation of service issues including more complex customer issues.
- Assisting with the effective monitoring, performance management and review mechanisms to ensure continuous improvement in delivery of services, and team development.

## **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.

## **Competencies Required in Role – grade 7**

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

## **Person Specification**

Focus on describing the qualifications, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat competency requirements or corporate responsibilities.



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Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> <li>Relevant qualifications or equivalent experience in the specialist area (Grade 7-9)</li> </ul>	<ul style="list-style-type: none"> <li>Working towards membership of relevant professional body (Grade 7)</li> </ul>
Technical Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>Proficient ICT skills and use of Microsoft packages</li> </ul>	<ul style="list-style-type: none"> <li>Proficient experience of presentation and able to engage / manage an audience (Grade 7)</li> </ul>
<ul style="list-style-type: none"> <li>Verbal and written communication skills, including providing group presentations, with an aptitude to vary style to meet the required needs</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to extract and assess important information from collated data and make constructive enquiry relating to such information</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to interrogate &amp; analyse data and information to establish complete representation</li> </ul>	
Knowledge & Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>Practical familiarity of legislative frameworks surrounding the area of specialism</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of working within the area of specialism</li> </ul>
<ul style="list-style-type: none"> <li>Experience of formally composing briefings and /or strategic documents</li> </ul>	