

Role Specification – Apprentice Case Services Officer

Service Area	Customer Services
Role Title	<ul style="list-style-type: none"> Apprentice 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"> Apprentice – national minimum wage (dependent on age)

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

Qualifications / Education

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

Experience

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

Key Skills and Knowledge

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