

Role Specification

Case Officer (Support Services)

Service Area	Support Services
Role Title	<ul style="list-style-type: none"> Case Officer (Support Services)
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"> Functional Leads
Functions to support	<ul style="list-style-type: none"> Finance HR Legal IT Democratic Services
Grade	<ul style="list-style-type: none"> Level 1 – TC1 – TC2 Level 2 – TA1 – TA2 Level 3 – M1 <p>(TC1 is applicable for trainees and apprentices only)</p>

Service Area Purpose

Support Services provide professional and efficient support and advice to internal customers across the Council to improve performance and enable them to deliver the Council's ambitions. Support Services embeds effective customer services, case management systems and specialist advice in line with the new operating model.

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

Level 1

TC1:

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none">• Basic 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

TC2:

All the above and:

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

Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> ● Understanding of one or more of the following: <ul style="list-style-type: none"> ○ Maintenance of databases ○ Validating and processing cases e.g. applications, complaints, service requests, reports ○ Analysing and processing information for reporting. ● Problem solving and decision making by application of readily understood procedures/techniques 	<ul style="list-style-type: none"> ● Able to review processes and recommend better ways of working. ● Proficient in using technology ● Able to apply key skills across multiple processes and cases across a directorate. ● Purchasing/ procurement administration. ● Knowledge and understanding of relevant processes.

Level 2

TA1:

All the above and:

Qualifications / Education

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

Experience

Essential	Desirable
<ul style="list-style-type: none"> ● Good understanding of one or more of the following: <ul style="list-style-type: none"> ○ Maintenance of databases ○ Validating and processing cases e.g. applications, complaints, service requests, reports ○ Analysing and processing information for reporting 	<ul style="list-style-type: none"> ● Working in a matrix environment where cross team and corporate working are essential.

Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> ● Detailed knowledge and understanding of the organisational procedures that relate to a particular work area. ● Problem solving and decision making in order to resolve straightforward 	<ul style="list-style-type: none"> ● Broader knowledge of Council services, systems and procedures. ● Able to interpret information/situations to resolve more complex problems..

<p>problems within Support Services.</p> <ul style="list-style-type: none"> • Able to review processes and recommend better ways of working. • Proficient in the use technology • Able to apply key skills across multiple processes and cases across a directorate. 	
---	--

TA2:

All the above and:

Qualifications / Education

Essential
<ul style="list-style-type: none"> • Good standard of general education required, including Maths and English and/or equivalent experience

Experience

Desirable
<ul style="list-style-type: none"> • Experience in a key Support Services area and relevant processes and procedures.

Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Able to interpret information/situations to resolve more complex problems. • Some expert knowledge of one or more complex procedures. 	<ul style="list-style-type: none"> • Expert knowledge of a range of complex processes in Support Services. • Broad and detailed knowledge of some Council services, systems and procedures.

Level 3

M1:

All the above and:

Qualifications / Education

Desirable

- Educated to degree-level or equivalent relevant professional qualification and or equivalent experience

Experience

Desirable

- Experience in one or more of the key Support Services areas and relevant processes and procedures.

Key Skills and Knowledge

Essential

- Able to interpret information/situations to resolve more complex problems using creative thinking.
- Expert knowledge of a varied range of complex processes in Support Services.
- An understanding of the underpinning legislative/regulatory/technical context for processes and cases in a specific area of Support Services.