

## Role Specification – Case Officer (Strategy and Commissioning)

<b>Service Area</b>	Strategy and Commissioning
<b>Role Title</b>	<ul style="list-style-type: none"> <li>Case Officer (Strategy and Commissioning)</li> </ul>
<b>Role Family</b>	<ul style="list-style-type: none"> <li>Case Services</li> </ul>
<b>Location</b>	<ul style="list-style-type: none"> <li>Oxted/Agile</li> </ul>
<b>Operational Reporting Line</b>	<ul style="list-style-type: none"> <li>Case Services Team Leader</li> </ul>
<b>Functional Reporting Line</b>	<ul style="list-style-type: none"> <li>Heads of Function</li> </ul>
<b>Functions to support</b>	<ul style="list-style-type: none"> <li>Strategy</li> <li>Policy</li> <li>Projects</li> <li>Performance</li> <li>Communications and enabling</li> </ul>
<b>Grade</b>	<ul style="list-style-type: none"> <li>Level 1 – TC1 – TC2</li> <li>Level 2 – TA1 – TA2</li> <li>Level 3 – M1</li> </ul> <p>(TC1 is applicable for trainees and apprentices only)</p>

### Service Area Purpose

Strategy and Commissioning sets direction, within the context of the Council’s vision and political steer, to achieve the Council’s ambitions and enhance its reputation. This service area ensures this is translated into the efficient and effective delivery of evidence-based strategy, planned services, actions and projects and includes procurement and projects.

### Specific Responsibilities

- To own specific tasks and projects detailed by Specialists within Strategy and Commissioning.

# Person Specification

Level 1

TC1:

## Qualifications / Education

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

## Experience

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

## Key Skills and Knowledge

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

TC2:

*All the above and:*

## Qualifications / Education

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

## Key Skills and Knowledge

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

## Level 2

### TA1:

*All the above and:*

## Qualifications / Education

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

## Experience

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

## Key Skills and Knowledge

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

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

**TA2:**

*All the above and:*

**Experience**

Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of working in a office environment.</li> <li>• Experience of one or more of the following: <ul style="list-style-type: none"> <li>○ Maintenance of databases</li> <li>○ Validating and processing cases e.g. reports</li> <li>○ Analysing and processing information for reporting.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a matrix environment where cross team and corporate working are essential.</li> <li>• Previous relevant experience in strategy development and/or delivery.</li> <li>• Some experience of strategy and commissioning activities including relevant processes and procedures.</li> <li>• Experience in supporting planning policy.</li> <li>• Experience in supporting consultations.</li> </ul>

**Key Skills and Knowledge**

Essential	Desirable
<ul style="list-style-type: none"> <li>• Good understanding of Council services.</li> <li>• Problem solving and decision making by application of readily understood procedures/techniques.</li> <li>• Able to interpret information/situations to resolve more complex problems.</li> <li>• Able to review processes and recommend better ways of working.</li> <li>• Proficient in the use of technology</li> <li>• Ability to research and understand relevant legislation and policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Detailed knowledge and understanding of the organisational procedures that relate to Strategy and Commissioning.</li> <li>• Ability to develop proposals in response to legislative and policy change</li> <li>• Experience in designing and carrying out consultation exercises</li> <li>• Knowledge of project management principles</li> <li>• Understanding of the underpinning legislative, regulatory and technical context for a wide range of work within Strategy and Commissioning.</li> </ul>

## M1:

All the above and:

### Qualifications / Education

#### Desirable

- Educated to degree-level or equivalent relevant professional qualifications and/ or equivalent experience

### Experience

Essential	Desirable
<ul style="list-style-type: none"><li>• Experience of applying knowledge to a varied range of complex processes involved in Strategy and Commissioning</li><li>• Experience in designing and carrying out consultations</li><li>• Experience of running projects.</li></ul>	<ul style="list-style-type: none"><li>• Experience in supporting complex planning policy.</li></ul>

### Key Skills and Knowledge

#### Essential

- Able to curate knowledge and interpret information/situations to resolve more complex problems using creative thinking.
- Specialist knowledge of a varied range complex processes involved in Strategy and Commissioning.
- Understanding of the underpinning legislative/regulatory/technical context for a wide range of work within Strategy and Commissioning.