

## Role Specification – Case Officer (Strategy)

<b>Service area</b>	Strategy and Commissioning
<b>Role title</b>	Case Officer (Strategy)
<b>Role family</b>	Case Officer
<b>Location</b>	Oxted/Agile
<b>Operational reporting line</b>	Case Services Team Leader (Strategy)
<b>Functional reporting line</b>	Case Services Team Leader (Strategy)
<b>Grade</b>	TA1

### Service area purpose

The Case Services Team works closely with the Strategy, Policy and Assets teams, as well as with the customer facing teams, to deliver a professional, proactive and creative service which supports the Council's main vision and objectives, external and internal communications strategies and strengthens the Council's reputation.

### Specific responsibilities

#### TA1:

- To process applications for Local Land Charge Searches and input data into the Land Charge Register including digitising in GIS
- Engage in and support the roll out of software upgrades and integration
- Support the Local Land & Property Gazetteer function, including the maintenance of the Street Naming and Numbering Gazetteer and processing Street naming and numbering requests
- To ensure that the Land Charge and Street Naming and Numbering webpages on the Council's website are regularly reviewed and updated where necessary
- To respond to customer enquiries daily
- Assisting with GIS admin tasks

## Person specification

TA1:

### 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>○ Validating and processing cases</li> <li>○ Analysing and processing information for reporting purposes</li> <li>○ Experience of using Microsoft Word, Excel and Outlook (E)</li> <li>○ Excellent customer care skills</li> <li>○ Problem solving and decision making to resolve straightforward problems.</li> <li>○ Able to review processes and recommend better ways of working.</li> <li>○ Able to apply key skills across multiple processes and cases across a directorate.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in the following:               <ul style="list-style-type: none"> <li>○ Processing Street Naming and Numbering requests</li> <li>○ Processing Land Charge searches</li> <li>○ Experience of using Salesforce</li> <li>○ Experience of using GIS mapping</li> </ul> </li> </ul>

### Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> <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>• Understanding of the broad requirements of the data protection principles</li> <li>• A commitment to equality and diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a matrix environment where cross team and corporate working are essential.</li> <li>• Broader knowledge of Council services, systems and procedures.</li> <li>• Able to interpret information/situations to resolve more complex problems.\</li> </ul>