

Role Profile

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| Job title | Case Officer (Corporate Services) |
| Role Family | Customer Services & Case Management |
| Grade | Level 2 |
| Reports to | Case Management Team Leader (Corporate Services) |
| Politically restricted post | No |
| DBS requirement | Basic |

Team Summary

The case management team has a focus on delivering core corporate services and processes as efficiently and effectively as possible. Working as an empowered and multi-skilled team, support services requests will be dealt with on a case management basis using systems and processes to follow workflows, business rules and guidance to resolve a case. The team act as the initial point of contact for the customer through their customer journey consulting with specialists as appropriate. Where a case is considered to be complex it should be passed over to a relevant Specialist within Corporate Services.

Corporate Services includes Finance, Corporate Debt, Committee Services, Organisational Development, Procurement, Information Services, NNDR, Finance functions. Revenues and Benefits and Housing Income Recovery amongst others. The areas covered by the Case Management team are likely to increase as the Council progresses through its Transformation programme.

Role Purpose

Case Officers will undertake a broad range of duties covering the Corporate Services areas of the Council. The primary function of this role is to undertake administration of sundry debts invoicing and administration as well as recovery of a range of debts owed to the council. There is a significant amount of outbound calling and negotiating payment arrangements involved in this role so previous experience of this would be beneficial. However the work undertaken could also include (but is not limited to), advising customers regarding business rates, providing budgeting advice and general administration.

Key Tasks and Responsibilities

All Levels:

- Ensure accurate, professional and timely case management support is provided to customers that supports the council's business needs.
- Ensure policies, procedures and workflows for dealing with Corporate Services requests are adhered to.
- Assist in ensuring the systems and processes in place for Corporate Services are fit for purpose.
- Maintain strict confidentiality and ensuring data protection rules are followed.
- Promote knowledge and understanding of case management processes and systems across the council.

Level 2:

- Undertake more complex cases that will require a good understanding of relevant service processes, regulations and legislation.
- Train and mentor new staff in Corporate Services Case Management processes in specific areas.

Specific Tasks and Responsibilities

- To administer the billing of various types of sundry debts, raising invoices and other notices to ensure accurate and prompt billing

- To administer the recovery of debts owed to the Council. The role includes recovery of Council Tax debts, housing benefit overpayments, sundry debts and NNDR debts as required, demonstrating a clear understanding of debt management, collection and recovery processes.
- To assist with customer enquiries in a timely, professional manner via various communication channels.
- To liaise with customers primarily by telephone but occasionally via face to face to undertake recovery and debt management appointments.
- To provide guidance across the service areas on the handling of debt recovery and write off procedures.
- To be proactive in identifying ideas that may improve service delivery to the Case Management Team Leader.
- To share information, knowledge and best practice with other team members and in order to promote an ethic of continual improvement within the department.
- To attend court to assist the authorised officer in making arrangements with debtors prior to the court hearing.

Corporate Expectations

- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.

Qualifications

Level 2: Good standard of education with a minimum of 5 GCSE's or equivalent is essential, educated to A Level / NVQ Level 3 standard or equivalent would be desirable

Knowledge, Skills & Experience

All Levels:

- Ability to work as part of a team
- Excellent written and oral communication skills
- Attention to detail and accuracy
- Competent user of IT, particularly Microsoft Office, with an ability to learn new systems quickly
- Proactive and committed to continued service and personal development
- Ability to adapt and organise work to meet deadlines whilst maintaining high standards
- Professional and customer focused approach
- Ability to build working relationships at all levels

Level 2:

- Demonstrable experience (ideally at least 2 years) of working in a customer focused, corporate service role.
- Solid understanding of a case management approach to workloads
- Experience of dealing with more complex cases and providing multi-disciplinary support
- Ability to work with minimal supervision.

