

# Recruitment person specification

Post being recruited for: **Case Officer**

## Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

## Person specification

**Category**

**Essential**

**Desirable** (not every post needs desirable requirements)

**Experience**

Experience of end-to-end case/project management.

Experience of delivering a customer centred service and managing customer expectations.

Effectively working with a wide range of stakeholders including homeowners, tenants, professional bodies representing surveyors and architects, heritage and conservation bodies, and community groups.

Working knowledge of ICT packages.

Experience or knowledge of working in a Mixed Tenure or shared ownership setting.

Experience working in the public sector.

Previous contribution to achievement of ISO standard and Customer Service Excellence accreditation.

Knowledge of case/project management systems.

Experience of working in high rise residential buildings.

<p><b>Knowledge, skills and understanding</b></p>	<p>Excellent verbal and written communication skills, including report writing for senior management and both technical and non-technical audiences.</p> <p>Ability to work under pressure and prioritise work.</p> <p>Management of a number of concurrent, complex cases and ability to analyse and apply suitable course of action.</p> <p>Demonstrates ability to manage complex customer/client relationships.</p> <p>A willingness to learn and develop knowledge and skills through practical on the job experience.</p>	<p>Current knowledge of legislation, policy, and statutes pertaining to property repairs.</p> <p>Knowledge current issues in local government, policies and customer care standards.</p> <p>Demonstrates understanding of KPIs.</p> <p>Understanding of the political sensitivities and issues surrounding the delivery of high profile and complex work in a public sector organisation.</p>
<p><b>Qualifications and training</b></p>	<p>Hold a degree in a policy, research or law-based subject. In exceptional cases this requirement may be satisfied through relevant experience and demonstrated competence.</p>	<p>Project Management qualification such as PRINCE2, Agile</p>
<p><b>Job specific requirements</b></p>	<p>Ability to communicate complex and contentious issues internally and externally, including representing the Council as required.</p> <p>Ability to deal with complex issues and exercise good judgement. High quality communications skills – both written and oral.</p> <p>Ability to manage resources.</p>	
<p><b>Job specific requirements</b></p>	<p>Ability to analyse and interpret a range of complex information, including technical, legal, financial and policy, and use this to inform robust decision making.</p> <p>Responsible for the accurate maintenance of data in Council systems to ensure a transparent audit trail for all cases.</p>	<p>Full UK driving license.</p>