

POST TITLE	CASE OFFICER
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	SURVEYING MANAGER, TEAM LEADER – CASE MANAGEMENT, PROPERTY MANAGER
NUMBER OF POST HOLDERS	23
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The post holder will contribute to the delivery of capital investment programme upgrades to tenant and private resident homes by engaging with stakeholders in all aspects of delivering the programme of works.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Provision of relevant and tailored advice, support, high quality customer service and manage case loads, in line with the service objectives and legislation, ensuring that enquiries are dealt with sensitively, that accurate and professional information is provided, and that complaints and issues are resolved in a timely and effective manner.
- End to end management and investigation of multiple complex cases. This will involve assessing and continually revising legislative and policy issues and determining unique courses of action to best meet the needs of multiple owners whilst protecting the Council's position and communicating this appropriately to both the customer and a range of stakeholders.
- Accurately record all relevant information and decisions made. Analysis and production of high quality management information reports to allow effective scrutiny, audit and management of this new service area.
- The postholder will provide tailored, yet consistent and objective advice and support to stakeholders. As such, the postholder will demonstrate an advanced knowledge of policy and legal provisions and be able to use effective and varied communication styles to encourage groups of owners of the benefits of having work repairs/improvement work carried out in Council mixed tenure blocks.
- Main point of contact for all interaction with their caseload customers. This service involves multiple and often conflicting viewpoints and therefore, the postholder will need to be able to manage conflict and determine a course of action which best meets the needs of the collective group of owners while also aligning with the Council's service objectives.
- The postholder will observe the highest standards of customer service, ensuring that owners are appropriately communicated with and understand their responsibilities and those of the Council.
- Fully investigate complaints, reach a suitable resolution and report the outcome, in line with Council procedures and standards. End to end management and investigation of multiple complex cases.
- The postholder will be responsible for managing all aspects of their own caseload, from initial advice to a customer through to the successful completion of major repair works where appropriate. They will receive administrative support from customer advisors and will ensure the accuracy of the more junior officers' work.
- Regularly make recommendations to a panel of senior managers regarding the statutory enforcement of repair works.
- The postholder will be expected to demonstrate a sound understanding of relevant legislative and policy matters relating to repairs in private tenements, and mixed tenure blocks, providing robust, consistent advice and appropriate decision making.
- The postholder will liaise regularly with a team of building and quantity surveyors and must have the ability to understand and use technical information that they can then incorporate into wider decision making.

- The postholder will be required to work closely with legal services to understand ownership and liabilities in mixed tenure blocks, etc.
- Responsible for communicating with customers in a variety of ways, both written and verbal. This includes the requirement to host facilitation sessions and/or stair meetings with groups of owners, communicating relevant information, trying to resolve conflicting viewpoints and reach a collective decision on the way forward.
- Analysis and production of high quality management information reports to allow effective scrutiny, audit and management of this new service area.
- Ensure that the highest standards of propriety are observed and that all cases are handled objectively and consistently, in line with robust processes and procedures.
- Responsible for the accurate maintenance of data in Council systems to ensure a transparent audit trail for all cases.
- The postholder will be responsible for reporting on performance to senior management.
- Will be required to organise and chair public meetings at key stages of projects to engage and communicate with residents.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The post holder will be expected to 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.
- Must be able to develop a comprehensive understanding of the issues surrounding the Council's involvement in repairs and improvements and private homes, including the risks, policy and legislative context.
- Must have the ability to analyse and interpret a range of complex information, including technical, legal, financial and policy, and use this to inform robust decision making.
- Must have the ability to work with the minimum of supervision and to manage own caseload, prioritising as necessary and ensuring that deadlines and targets are met.
- Must be capable of dealing confidently, effectively and efficiently with the range of professions and organisations within the Council, its partner agencies, external organisations, landlords and residents.
- The postholder will be required to prepare analysis, recommendations and reports on complex policy and operational issues.
- Diagnose problems/issues and identify solutions based on the information provided from a variety of sources. Investigate complaints escalated from the Service and the Resolution Team and take remedial action where appropriate.
- Monitor and analyse performance data to ensure performance targets are being delivered.
- Contribute to and implement service and process improvements.
- Prepare complex customer service correspondence, contribute to reports on performance, and produce written guidance for customer service staff and customers.
- The postholder will have daily contact with customers who form part of their caseload. The postholder must observe the highest standards of professionalism and customer focus in all such interactions and the ability to communicate contentious issues with confidence is essential.
- Develop effective working relationships with a range of third party partners and stakeholders, including contractors, consultants, heritage and conservation groups and professional bodies and will have daily discussions with colleagues from across the Council, in order to determine the most appropriate advice and/or solutions for customers and the service.
- The postholder will be required to effectively manage a range of contentious, complex and challenging dialogues involving a range of sources, including customers and elected members.
- Responsible for all day to day decision making involving their caseload. They will act as the escalation point for complex queries from the Resolution Team and will undertake or delegate remedial action on regarding such queries as required. Any particularly contentious cases should be escalated to their line manager, but the postholder must be able to work independently and display sound judgement in operational decision making.
- Make recommendations to senior management about the most appropriate way to progress cases.
- Day to day decision making will be guided by robust policies and procedures but the postholder will be expected to display sound judgement and flexibility in applying these practically.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Manage competing deadlines and frequent changes of focus whilst not exposing the Council to risks.
- Responsible for day to day decision making on cases and refer any matters requiring advice of supervision to the line manager, but is expected to work independently and manage their own workload and priorities.
- There will be some requirement to attend meetings with groups of owners, which may take place within owners' homes, or in a public venue and there will be a requirement for some site visits where repair works are underway some of which could be out-with normal working hours
- Visits may be necessary on occasion to other Council buildings and to sites where repair projects are taking place.
- The postholder must be able to deal confidently with difficult customers and manage conflict situations.
- The post is heavily influenced by time demands, and the postholder is under constant pressure to meet applied standards of service.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

The postholder will not have any direct staff management responsibility, however their role as case officer will involve managing information and input from a range of sources to reach resolution.

RESOURCES

The postholder will not have any direct budget management responsibility but will be expected to manage their caseload within budgets and targets set by management. Recommendations must take account of financial implications, for example, an assessment of any financial risk to the Council as a result of enforcement action being taken.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, and service users. is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures.
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).