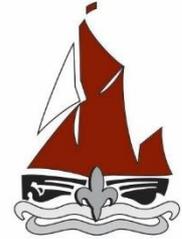


MALDON DISTRICT
COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Strategy, Performance and Governance (SPG) Caseworker Level 2

(FM18 SD22)

Maldon District Council
Job Description: FM18 SD22

Job Title	<u>Strategy, Performance and Governance</u> Caseworker Level 2	
Service Area	<u>Strategy, Performance and Governance</u>	
Grade	Caseworker Level 2	E (SCP 17-20)
Job Reference	FM18 SD22	

Reporting to	Responsible for
SPG Caseworker reports to	Senior Communications Specialist

Team Purpose
To promote and communicate messaging regarding Council services to residents and businesses.

Role Purpose
<p>SPG Caseworker:</p> <p>The postholder will be assisting with the update of the Councils promotional website Visit Maldon District. SPG Caseworkers must ensure attention to detail, accuracy and customer focus to enable the highest possible standards of support and advice to resolve queries online Work will cover the full and wide range of services from across the Council but will mainly be in digital format.</p>
Key Accountabilities



- Ensuring accurate, professional and timely case support is provided to internal customers that supports the council’s business needs
- Ensure policies, procedures and workflows for dealing with all services requests are adhered to
- Assist in ensuring the provision of fit for purpose support services systems and processes
- Ensure strict confidentiality is maintained and data protection rules followed
- Identify improvements in customer and service provision
- Undertake straightforward clerical tasks that require understanding of relevant service processes, regulations and legislation
- Will regularly refer to Senior Communications Specialist for advice and guidance
- Undertake straightforward enquiries that will require some understanding of relevant service processes and compliance, regulations and legislation
- Will refer to Communications Specialists for case resolution
- To demonstrate significant depth or breadth in ownership through one of the following:
 - Acting as lead in one area of specialism, personally owning the resolution of some complex cases, and assisting with the design and development of tools and guidance notes which enable the team to self-serve and widen their knowledge, **or**;
 - Developing a breadth of knowledge, owning non-complex cases across multiple services where significant functional knowledge and skills are required
- Will occasionally refer to Communications Specialist for advice and guidance
- Some requirements to work with Resources Specialists

Key Objectives

Working with customers

Develop and maintain relationships with customers, interacting through multiple channels. Develop and implement plans to facilitate customer engagement.



Key Objectives	
	Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.
Working towards the Corporate Plan	Responsible for delivery of agreed objectives and services associated with the Corporate Plan.
Knowledge of services	Excellent understanding of the services provided across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Excellent IT skills and highly developed skills in a number of systems. Ability to learn new systems quickly.

Specific Tasks	
Case Management skills	Working efficiently, professionally, paying attention to detail Effective work management especially in support of businesses and Council services. . Ensure outcomes meet legislative and professional standards.
Team work and working with others	Support, inform and guide customers about Council services. Work collaboratively with colleagues to improve customer service, highlight opportunities for empowering customers further and participate in multi departmental project teams.
Enquiries, reports and service requests	Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team where appropriate. Knowing when to consult with or pass cases. Supporting customer self-serve by observing peaks or trends in interaction types and spotting opportunities to initiate further enabling and self-serve processes. This could involve championing own ideas, participating in multi departmental teams or project teams. Processing reports, responding to information requests, having a deep knowledge of the data required.
Processing and administration	Able to identify and develop opportunities for improving workflow/process and/or increasing customer self-serve or enabling; problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.



Specific Tasks	
Strategy and policy	Provide input into corporate strategy, policy and programmes as required (progression & higher level)
Performance	Working towards achieving the KPIs set by for SPG

Qualifications
<p>Good standard of education with a minimum of 5 GCSEs or equivalent experience.</p> <p>Educated to NVQ level 3 / A Level standard or equivalent experience.</p>

Knowledge, Skills and Experience
<ul style="list-style-type: none"> • Some experience of working in a customer focused, support service role and good admin skills • An understanding of the relevant legislation and regulations applied to area of service delivery • Proven ability to be accurate, detailed and professional in approach to work • Proven ability to deliver high standards and good customer service • Strong ICT skills and proven ability to learn new systems quickly • Extensive experience (minimum 2 years) in working in a customer focused, digital environment • Proven ability to understand and comply with legislation and regulations in day to day business • Solid understanding of digital approaches such as Search engine optimization or a keen interest in other digital platforms. •

Specialist Knowledge
<p>Web and digital experience essential.</p> <p>Maldon District awareness of the locality desirable</p> <p>Depending on the level and nature of the work undertaken some postholders may be required to hold technical/specific qualifications.</p>

Special Requirements	
Emergency Planning	This post will be on occasions required to take part in the council's emergency planning training and



Special Requirements	
	may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	<p>This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
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Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.



Maldon District Council
Job Description: FM18 SD22

Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

This post is not a politically restricted post.

This role is supported by funding from the European Regional Development Fund (ERDF) as part of the Welcome Back Fund until 31st March only.



Maldon District Council
Job Description: FM18 SD22

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

