

MALDON DISTRICT
COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Resources Caseworker & Resources Casework Co- ordinator

(FM18 RD05)

Maldon District Council
Job Description: FM18 RD05

Job Title	Resources Caseworker & Co-ordinator
Service Area	Resources
Grade	Caseworker Level 1 D (SCP 13-16)
	Caseworker Level 2 E (SCP 17-20)
	Co-ordinator Level 3 G (SCP 25-28)
Job Reference	FM18 RD05

Reporting to	Responsible for
Resources Casework Coordinator reports to Resources Casework Manager	Resources Casework Co-ordinator responsible for Resources Caseworkers
Resources Caseworker reports to Resources Casework Coordinator	Not applicable

Team Purpose
To promote self-service for our internal customers and to enable them through efficient and effective support.



Role Purpose

Resources Caseworker:

Working on a professional and integrated case management basis, the postholder will respond to, and seek to resolve support services requests from internal customers using the systems, processes and workflows in place. Resources Caseworkers must ensure attention to detail, accuracy and customer focus to enable the highest possible standards of support and advice to resolve requests. Cases will cover the full and wide range of business support services.

Resources Casework Co-ordinator:

The postholder will support the Resources Casework Manager in managing the teams to ensure work processes, standards and compliance are completed efficiently and effectively and continuously improved. Manage workflow and ensure cases are resolved as quickly and efficiently as possible. Undertake quality checking of work, providing training and support as required. Maintain performance standards as agreed in conjunction with the Resources Casework Manager and address any performance issues as they arise quickly and in accordance with policies.

Key Accountabilities



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Level 1:

- Ensuring accurate, professional and timely case management business support is provided to internal customers that supports the council's business needs.
- Ensure policies, procedures and workflows for dealing with all support 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.
- Promote knowledge and understanding of case management processes and systems across the Council.
- 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 Business Partner for advice and guidance (business partnering roles delivered by Resources Casework Manager and Resources Specialist Services Manager)
- Requirement to refer to Resources Specialists for case resolution.
- Undertake straightforward cases that will require some understanding of relevant service processes and compliance, regulations and legislation.
- Will refer to Resources Specialists for case resolution.

Level 2 (in addition to the above):

- To demonstrate significant depth or breadth in case ownership through one of the following:
 - Acting as lead case owner 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 Business Partner for advice and guidance.
- Some requirements to work with Resources Specialists

Co-ordinator (in addition to the above):

- Have responsibility for specific areas working with Resources Specialists (e.g., Payroll)
- Will be able to act without referring to Business Partner
- Train, induct and mentor new staff in Resources Case Management process in multiple areas.
- Little or no requirement to refer to Resources Specialists for case resolution.
- To act as lead Caseworker in one or more areas of specialism, personally owning the resolution of more complex cases.
- To support and develop others within the team in the areas of specialism as well as personally owning more complex cases.
- Proactively design and develop tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge.
- Support operational management of the service, including overseeing people and responding to performance information.
- To provide support for the escalation of service issues including more complex customer care Issues.
- To provide the point of escalation for service issues including more complex customer care issues / enquiries.
- Act as a point of escalation and resolve a broad range of complex issues that require an in-depth understanding of regulations and legislation.

Appointment and progression through grades will be based on the needs of the business.



Key Objectives	
Working with customers	<p>Develop and maintain relationships with customers, interacting through multiple channels. Develop and implement plans to facilitate customer engagement.</p> <p>Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.</p>
Key Objectives	
	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 support 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 Resources systems. Ability to learn new systems quickly.

Specific Tasks	
Case Management skills	Working efficiently, professionally, paying attention to detail and following workflows when processing cases. Effective case management including handling related cases for a single customer, assessing risk, identifying potential fraud and working on more complex cases in conjunction with Specialists (progression & higher level). Ensure outcomes meet legislative and professional standards.
Team work and working with others	Support, inform and guide customers new to the case management approach building understanding and confidence. 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 over to Resources Specialists. 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.



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Processing and administration	Able to identify and develop opportunities for improving workflow/process and/or increasing customer self-serve or enabling; working on cases that require 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
Specific Tasks	
	verification, and validation, and in accordance with Data Protection principles.
Strategy and policy	Provide input into corporate strategy, policy and programmes as required (progression & higher level)
Performance	Working towards achieving the KPIs set by the Resources Casework Manager.

Qualifications	
Level 1: Good standard of education with a minimum of 5 GCSEs or equivalent experience.	
Level 2: Educated to NVQ level 3 / A Level standard or equivalent experience.	
Co-ordinator: Educated to NVQ level 3 / A Level standard or significant experience. Professional business qualification (desirable). Part qualified in a specialist service qualification or working towards this (desirable).	



Knowledge, Skills and Experience

Level 1:

- 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 analyse and respond to requests and understanding when to escalate a case.
- 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.

Level 2 (in addition to the above):

- Extensive experience (minimum 2 years) in working in a customer focused, support service role.
- Proven ability to understand and comply with legislation and regulations in day-to-day business.
- Solid understanding of case management approach and experience of dealing with more complex cases and providing multi-disciplinary support

Co-ordinator (in addition to the above):

- Proven ability to lead a team with experience in all aspects of people management including effectively manage performance, setting targets and dealing with issues as they arise.
- Experience in setting, maintaining and monitoring standards of accuracy, diligence and service delivery.
- Experience in selection and recruitment

Specialist Knowledge

Depending on the level and nature of the work undertaken some postholders may be required to hold technical/specific qualifications.

Special Requirements

Emergency Planning

This post will be on occasions required to take part in the council's emergency planning training and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.



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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>
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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.
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.



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Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.
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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.

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

