



ROLE SPECIFICATION



WOKINGHAM
BOROUGH COUNCIL

Job Title	Officer (Level 4)		
Service	Customer and Localities		
Team	Customer & Case Management/Locality Services	Location	Shute End/Smart Working /Locality Working
Reports to	Lead Or Operational Lead	Grade	7

This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Summary of Role

- To provide a responsive service to customers, residents and other users of Council services achieving a smooth and consistent customer journey delivered as locally and as close to the first point of contact as possible.
- To support the operational and functional management of Customer and Locality Services.

Key Accountabilities

Service Delivery Accountabilities

- Co-ordinating activity. Ensuring efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.
- Understanding customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of customer satisfaction.
- Promoting new ways of working, responsible for multi-skilling people within teams and encouraging knowledge sharing across case work teams.
- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Manage customer issues effectively and understand when to consult with others, including specialists. Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- To act as the lead 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.



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Management Accountabilities

- Support operational management of the service, including overseeing people and responding to performance information.
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- To provide support for the escalation of service issues including more complex customer care issues.

Additional Corporate Responsibilities

1	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
2	Equal Opportunities: To take positive action to ensure a thorough understanding of, and positive commitment to, equality in both service delivery and employment practices.
3	Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
4	Special Factors: These will vary from role to role as defined within the individual contracts of employment.
5	Behaviour: Works within the Council's "competency framework" and adheres to the Code of Conduct.

Competencies Required in Role

Core Competencies	Foundation	Proficient	High Achiever	Role Model
21 st Century Public Servant		✓		
Personal Responsibility			✓	
Professionalism & Know How		✓		
Working together			✓	

Person Specification

Focus on describing the qualifications, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat competency requirements or corporate responsibilities.



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Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> Relevant recognised vocational or working towards professional qualification or significant practical experience. 	
Technical Skills	
Essential	Desirable
<ul style="list-style-type: none"> Excellent IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel 	<ul style="list-style-type: none"> Experience of using relevant technology and software used within similar service areas.
<ul style="list-style-type: none"> Well-developed written and verbal communication skills 	<ul style="list-style-type: none"> Ability to analyse management data and communicate to groups, including recommending appropriate action where necessary
<ul style="list-style-type: none"> Ability to actively listen in order to extract and assess the important information 	
Knowledge & Experience	
Essential	Desirable
<ul style="list-style-type: none"> Significant experience within a customer-focused service providing excellent customer service 	<ul style="list-style-type: none"> Basic working knowledge of the legislative frameworks surrounding the areas of specialism
<ul style="list-style-type: none"> Experience of successfully supporting change, particularly in relation to process improvement 	<ul style="list-style-type: none"> Experience of working in an environment of continuous improvement and innovation
<ul style="list-style-type: none"> Good working knowledge of the policies and processes across 2 or more areas 	<ul style="list-style-type: none"> Good working knowledge of the policies and processes across most specialist areas
<ul style="list-style-type: none"> Experience of supporting and developing others 	<ul style="list-style-type: none"> Experience of supporting projects to achieve successful outcomes
<ul style="list-style-type: none"> Experience of working within a team environment and ensuring joined up services. 	