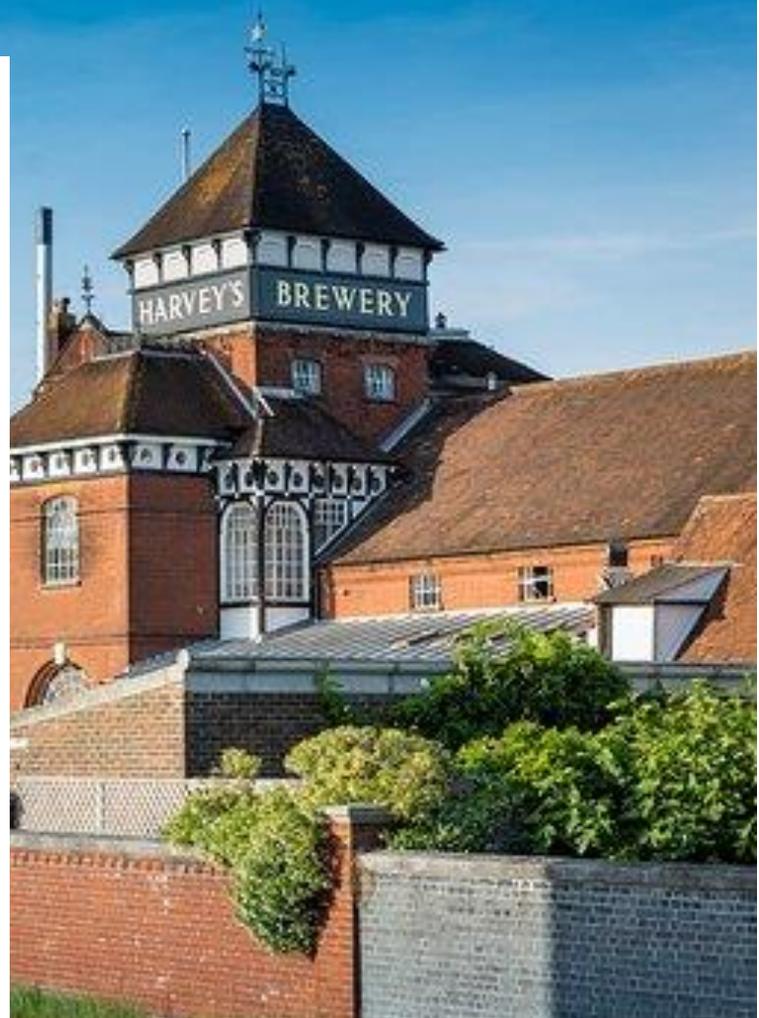


# Job Pack

---

**Caseworker Planning  
(Community Infrastructure  
Levy)**



Lewes District Council



Working in partnership with Eastbourne Homes

---

## Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

***“The best of town, country and coast”***

---

## Job Description

<b>Post Title</b>	<b>Caseworker (Planning)</b>
<b>Service Area</b>	<b>Case and Specialist Services</b>
<b>Team</b>	<b>Case Management</b>
<b>Grade</b>	<b>C</b>
<b>Reports to</b>	<b>Planning Policy Lead</b>
<b>Date prepared</b>	<b>June 2017</b>

### Job Purpose

- Ensure LDC and EBC provide quality service to their customers through collaboration innovation, knowledge and professional excellence.
- Delivering core processes efficiently and effectively.
- Provide a continuously improving service to customers.
- Manage 'rules based' cases/accounts.
- Single point of contact for customers.
- Undertaking case work where the customer has multiple processes/services.

### Key Tasks

1. Assist the 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.
2. Manage rule-based customer and issues effectively and understand when to consult with others.
3. Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.
4. Access and accurately update all relevant systems, both customer and back office.
5. Actively develop and maintain a good working knowledge of the councils' processes and procedures.

- 
6. Reviewing and moderating reports and requests, proactively managing and resolving them where possible or referring them to the relevant team or contractor using scripts and processes when required.
  7. Carrying out a range of other related duties (e.g. making service bookings, taking and processing payments, capturing statistical data or sending correspondence).
  8. To process customer requests and queries about their financial accounts and customer records across all council services and systems accurately and efficiently, providing a fast, high quality and continuously improving service for customers.
  9. Process a range of applications, cases and reports/complaints, permissions and inspections, and associated activity e.g. site visits, enforcement - referring queries to the Specialist Advisory team when required.
  10. Confidently using a range of systems on a daily basis.
  11. Effective case work and case management including handling related cases for a single customer, assessing risk, identifying potential fraud and working on complex cases in conjunction with Specialist Advisors.

**Corporate Accountabilities**

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To Promote a culture that is supportive of the Council’s purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council’s activities.
4. To understand and apply the council’s Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. To work within the Council’s Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

**Core Competencies**

Sharing the Vision - Shaping the Future	<ul style="list-style-type: none"> <li>• Understands the Council’s purpose, context, goals, objectives and values, and is willing to behave consistently with them.</li> <li>• Knows the strategic direction of the Council and acts in support of it.</li> </ul>
---	---

Communicating Well	<ul style="list-style-type: none"> <li>• Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally.</li> <li>• Works positively to gain understanding from others.</li> </ul>
Driving Improvement Performance & Results.	<ul style="list-style-type: none"> <li>• Takes responsibility and ownership for decisions, actions and results.</li> <li>• Takes actions to improve skills, knowledge and level of contribution.</li> <li>• Seeks and delivers high standards for self, team and Council</li> </ul>
Self Management	<ul style="list-style-type: none"> <li>• Self motivated and professional.</li> <li>• Is organised and uses time and technology efficiently.</li> <li>• Adopts a flexible approach to change</li> </ul>
Delivering for our Customers	<ul style="list-style-type: none"> <li>• Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction</li> </ul>
Working Together	<ul style="list-style-type: none"> <li>• Actively contributes to team working, sharing information, valuing the input of others.</li> <li>• Works co-operatively and is committed to building, productive, positive relationships.</li> <li>• Demonstrates commitment to achieving overall team objectives</li> </ul>

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

## PERSON SPECIFICATION

### QUALIFICATIONS

<p><b>Essential</b></p> <p>Good standard of general education including GCSE at grade C or above or equivalent in English and Maths (or qualified by strong relevant experience).</p>	<p><b>Desirable</b></p> <p>Institute of Customer Services (or equivalent).</p>
---	--

---

## RAINING

<b>Essential</b>	<b>Desirable</b>
Willingness to undertake relevant training.	Document verification and validation.
Commitment to undertake continuing professional development.	Customer Service.
	Equalities.

## SKILLS & ABILITIES

<b>Essential</b>	<b>Desirable</b>
Proactive with commitment to provision of excellent customer service.	Able to review processes and recommend better ways of working and explore use of new technology.
Ability to prioritise, meet deadlines and work effectively under pressure.	Understanding of social media channels & channel shifts.
Able to communicate effectively both orally and in writing with customers, colleagues, Council Officers and external agencies.	Able to work with teams across an organisation to improve services.
Numerate, methodical and accurate with attention to detail operating in accordance with financial rules.	
Committed to high standards of performance and quality.	
Problem solving and decision making.	
To be confident, resourceful, flexible in approach with the ability to work on own initiative and as part of a team.	
Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the customer's needs.	
Ability to work calmly to handle difficult situations effectively and sensitively.	

Negotiation skills.	
IT literate /proficient in MS Office and other relevant systems.	

## KNOWLEDGE

<p><b>Essential</b></p> <p>Equalities.</p>	<p><b>Desirable</b></p> <p>Knowledge and understanding of relevant legislation and processes.</p> <p>Knowledge of the councils' services and procedures.</p>
--	--

## EXPERIENCE

<p><b>Essential</b></p> <p>Experience of working in a Customer Services environment.</p> <p>Maintenance and updating of databases.</p> <p>Analysing and processing information for reporting.</p>	<p><b>Desirable</b></p> <p>Validating and processing cases e.g. Planning, Licensing, Housing Benefit, Environmental Health</p> <p>Working in a local authority.</p> <p>Working with external agencies and service providers.</p>
---	--

## PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p><b>Essential</b></p> <p>An engaging, enthusiastic and positive manner with a strong "can do" approach.</p> <p>Willingness to work within the councils' Core Competency Framework.</p>	<p><b>Desirable</b></p> <p>Able to undertake site visits.</p>
--	---

***All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.***

---

### ***Caseworker (Case Management)***

This role is responsible for managing a range of cases and records, undertaking related co-ordination and administration duties that will include:

- Processing a range of applications, cases reports and requests, permissions and inspections, undertaking any associated activity e.g. site or home visits, formal or legal action.
- Handling cases and requests for a single customer, assessing risk, identifying potential fraud and supporting Specialist Advisors with complex cases.
- Assessing applications and cases against a scripted set of requirements.
- Producing notices, permits or certificates.
- Verification of information, document checking and checking against information already held in the councils' systems.
- Handling casework related correspondence using template letters and forms.
- Collating data and producing reports, including providing and collating data required by other agencies.
- Contributing to preparation of legal cases and attending court, where required.

Keeping customers informed will include:

- Acting as the single point of contact for all related transactions and activities or providing support to the lead caseworker when other cases or processes are already underway.
- Proactively interacting and responding to customers through multiple channels, ensuring their preferred method of contact is captured and maintained.
- Managing customer interactions promptly and effectively and where required, consult with or refer to Specialist Advisors or other teams or external agencies.
- Recording of detailed case notes in the relevant systems and providing a summary of the case and any recommendations when making a referral.
- Ensuring all correspondence relating to a customer is imported into their contact record.
- Actively follow up on overdue open cases to ensure they are updated or closed.
- Chase customers where further documentation or information is required.

---

# TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

## **Duration**

We are recruiting for 1 x permanent position and 1 x maternity cover.

## **Conditions of Service**

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C.

## **Salary**

The spinal column points (SCP) for the post are as follows:

SCP 6	£20,085
SCP 7	£20,486
SCP 8	£20,896
SCP 9	£21,314

## **Hours**

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

## **Place of Work**

Your normal place of work will be from home, but you may be required to work anywhere within the Lewes District and Eastbourne Borough boundary. However, the Councils can support remote working and anticipate that, further to induction and training, presence in the office or, if applicable, for site visits or other council activity, will be on a needs basis but approximately once per month.

## **Agile Working**

Many of our roles are suitable for remote working and staff are provided with the equipment to do this safely and effectively.

## **Probationary Period**

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

---

## Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

## Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar months, to be given by either side.

## Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2020 are:

Pay Range	Contribution
Up to £14,600	5.5%
£14,601 - £22,900	5.8%
£22,901 - £37,200	6.5%
£37,201 - £47,100	6.8%
£47,101 - £65,900	8.5%
£65,901 - £93,400	9.9%
£93,401 - £110,000	10.5%
£110,001 - £165,000	11.4%
More than £165,001	12.5%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 5.8%