

Role Title	Councillor Casework Officer
Job Family	Resources
Competency Level	All Colleagues
Pay Range / Scale	SO1
Purpose To provide confidential administrative support to councillors and to ensure the effective management of their casework. Lead on a number of processes and systems to ensure that councillors are able to carry out their roles effectively and support improved outcomes for residents.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.

Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
Enquiry Handling (including complaints, FOIs and Member enquiries)	<ul style="list-style-type: none"> · Data handling is compliant with data protection and organisational policies. · Information is accurate and up-to-date. · Trends and issues are identified and prioritised · Accurate and meaningful information is provided to customers and manager. · Clear, accurate information is provided via the most appropriate channel. · Relevant, accurate, understandable and timely information / guidance are provided. · Issues requiring further investigation are highlighted.
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Recommendations for improvements are developed and delivered.
Handle sensitive and confidential information	Confidential data is securely stored and handled in accordance with agreed procedures and guidelines Documents and files are archived, stored and managed effectively
Contribute to the wider aims of the Leadership Office and directorates	<p>Work collaboratively with all Leadership and Democracy colleagues to collectively support service and stakeholder objectives</p> <p>Develop shared working practices with the relevant Leadership Support Assistants, Executive Assistants and Business Managers to support strong working relationships between Cabinet Members and Strategic/ Corporate Directors</p>

<p>Maintain the reputation and professionalism of the department and individual stakeholders, including all Councillors</p>	<p>Calls and enquiries are answered in a professional manner, appropriately triaged to other services, responses are tracked, proactive updates are provided</p> <p>Visitors are welcomed and feel comfortable</p> <p>The service provided to councillors and other key stakeholders is highly valued by them.</p> <p>Feedback is sought regularly and acted upon.</p>
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<p>Nature of Contacts</p>
<p>Key contacts are internal and external customers/stakeholders</p> <p>May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>

<p>Procedural Context</p>
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures.</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p> <p>Occasionally the post will be expected to work from other locations</p>
<p>Key Facts and Figures</p>

<p>Resourcing</p>
<p>Budget Responsibilities: N/A</p>
<p>Supervisory Responsibilities: N/A</p>
<p>Knowledge, Skills and Experience</p>

- Experience of complex inbox management and developing systems for prioritisation on behalf of senior leaders
- Experience of working with senior officers, ideally in a political environment
- Excellent organisational skills with experience of organising meetings and events with internal or external stakeholders
- Excellent verbal and written communication skills
- Ability to use IT systems and O365 packages to produce work of a high quality
- Ability to work independently and take initiative, as well as work effectively as part of a team to deliver strategic objective
- Ability to work confidentially and deal with sensitive information
- Be adaptable and resilient in order to respond to changing work priorities in a fast paced environment

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.
Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.