



Casework Support Officer

Reports to:	Statutory Complaints Manager		
Department:	Democratic and Corporate Governance	Grade:	SO1
DBS Status:	Basic	Politically restricted:	No

Job Purpose:

1. To work within defined guidelines to assist in the delivery of a high quality complaints and casework service to customers, Members and Council Officers.
2. Evaluate customer complaints and enquiries, identify the most appropriate means of managing them and advise the relevant service accordingly.
3. Administer the Complaints and Member enquiries mailbox and phone service.
4. To provide efficient and professional administrative and financial support.
5. To develop a good business relationship and network across the Council and support colleagues within the Complaints Team in helping departments to manage complaints effectively and meet the associated performance standards.

Values

Collaborate proactively.
 Lead inclusively.
 Embrace change.
 Be bold and curious.
 Celebrate and share our success.

Job specific roles and responsibilities

1. Acting as the first point of contact within the Complaints Team, maintaining professional communications with internal and external customers by taking responsibility for all post/telephone queries and handling them as appropriate.
2. Support the Council's elected Members with ward-related casework, acting as the first point of contact for members, residents and working with officers and external partners to resolve often sensitive problems.
3. Responsible for logging all types of casework, including those from the Leader of the Council. Ensure all casework is logged within the specified timescale and to the correct respondent. Communicate with Members and customers, keeping them informed of progress and liaising with departments to ensure responses are sent within the deadline.
4. Responsible for ensuring all additional information is uploaded to cases as and when received. Communicate with members of the public, face to face, in writing, via e-mail and over the telephone. Deal with all casework in a sensitive and professional way.
5. Deal with and log all casework received, sending out responses as appropriate, working with colleagues within the team to ensure corporate guidelines and timescales are adhered to.
6. Use Oracle Financials to raise purchase orders and invoices and to advise management of any significant discrepancies or failures in financial controls, to identify the causes of exception and take appropriate action to resolve.
7. Responsible for making compensation payments that have been awarded following stage 2 complaints
8. Provide ad-hoc minute taking for Complaints meetings ensuring confidentiality at all times.
9. Assist with the administration of the CYP statutory complaints process. Arranging meetings, panel hearings and the extraction of complaint documents for external

investigators.

10. Carry out quality checks on all types of casework and highlight any concerns to the relevant managers.
11. Respond to queries from the Local Government and Social Care Ombudsman and the Housing Ombudsman and assist with the gathering of information of cases that are being investigated.
12. Monitor corrective actions and tasks following stage 2 complaints and ensure valid evidence has been uploaded to the system.
13. Administer and help maintain the Council's complaints and casework database. Deliver training and guidance to staff on the use of the system.
14. Administer the Complaints and member enquiries inbox and phone service and ensure that all casework is recorded and managed appropriately.
15. To undertake other tasks as determined by the operational needs of the service including attending and participating in a range of meetings as appropriate.
16. Identifying any potential issues with administrative processes and escalating to the Statutory Complaints Manager or Principal Complaints Investigator.
17. Assessing any service complaints received and escalating to the Statutory Complaints Manager or Principal Complaints Investigator where appropriate.
18. Ensuring the sharing of best practice with peer groups as appropriate.
19. Compile scheduled and ad-hoc reports as required.
20. Ensure all electronic and paper records are kept up to date and set up new records where required.
21. Provide cover for the Leader's caseworker and Senior Casework Support Officer if required.
22. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
23. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where policies and procedures available).
24. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
25. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Knowledge of standard Office packages e.g. Word, PowerPoint, and Excel.
2. Good working knowledge of process required to meet legislation, policies and standards of Local Government

Experience

3. Experience of following and adapting administrative processes to meet the service's needs.
4. Experience of providing business support in a busy environment.
5. Demonstrable experience of accurate and timely data input and data management ensuring accuracy and confidentiality.
6. Significant experience of and competency in using standard Office Packages.
7. Demonstrable experience of acquiring expertise and understanding of a business.
8. Substantial experience of working in an information sensitive environment.
9. Experience of using defined business processes and giving guidance on them to colleagues

Skills and Abilities

10. Competent in all standard office IT packages e.g. Word, PowerPoint, Excel.
11. Able to use information systems and databases to record service information and generate reports required by the service.
12. Ability to manage a complex and demanding workload and to prioritise tasks to achieve performance targets.
13. Ability to communicate effectively in oral and written form with a wide audience including Council staff, members of the public and outside organisations.
14. Ability to identify and undertake rational solutions to complex tasks.
15. Actively look for ways of improving services and outcomes for customers.
16. Highly organised with an excellent attention to detail.
17. Strong time management and multi-tasking skills to meet tight deadlines.
18. Exceptional team player.
19. Ability to plan, prioritise and monitor tasks in a systematic and organised way, supporting a number of Directorates and teams.
20. Excellent oral and written communication skills, with ability to share information clearly and succinctly when under pressure.
21. Understanding of the need to maintain strict confidentiality of sensitive information and demonstrate political sensitivity and discretion.

Budget Responsibility (only applicable for Hay posts)**Overall Headcount (Hay and GLPC posts only)**

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs