

# Post Specification

## Post Specification - Key Information

- **Post Title: Case Management Officer (Level 2)**
- **Date: January 2026**
- **Post Group Number: 7624**
- **Job Family: Business Support**
- **Job Family Role Profile: BS6**
- **Final Grade: 6**

To be read in conjunction with the job family role profile.

## Service Area Description

Revenues Case Management Team operates within the Revenues and Benefits Service in the Resources Directorate. The team manages accounts held for households and businesses in the council and is responsible for the billing and collection of Council Tax, National Non-Domestic Rates (Business Rates) and the Business Improvement Districts (BIDs) levy.

## Purpose of this Post

Case Management is to act as the single point of contact throughout the customer journey. Case Management will manage and resolve the majority of cases, owning them through to completing. Casework may be routine or proactive. These roles will focus on delivering high quality and continuously improving services.

These roles are responsible for resolving issues as efficiently and effectively as possible on a wide range of the more technical, statutory and non-statutory, services, initiatives, activities and projects.

This empowered and multi-skilled team will manage service requests, using technical knowledge, business rules, statutory guidance, systems and processes in place and following workflows.

Once a case is progressed to Case Management this role will act as the single point of contact for the customer on that case and will be responsible for resolving the case. Where a case is considered to be complex or contentious it is referred to a Specialist for guidance and advice.

## Key Job Specific Accountabilities

### **Key Accountabilities**

- Ensuring accurate, professional and timely case management responses is provided to customers
- Ensure policies, procedures and workflows for dealing with all service requests are adhered to
- Assist in ensuring the provision of fit for purpose systems and processes and ensure verification of all supporting documentation
- 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, identifying synergies between service areas and where work activities overlap, reporting to Team Leaders so work areas can be combined appropriately
- Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team. Ensure that the customer's preferred method of contact is captured and maintained
- Promote customer self-service where appropriate and proactively market the benefits of digital and self-service channels to all customers
- Ensure all customers are treated fairly and support and advice given based on their individual needs
- Share knowledge and experience with others
- Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved
- Assessing risk, identifying potential fraud and working on complex cases in conjunction with Revenues Specialists
- Actively develop and maintain knowledge of Council services, processes and procedures

*Please note: Annual targets will be discussed during the appraisal process.*

### **Key Facts and Figures of the Post**

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** None

### **Essential Criteria**

#### **Qualifications:**

- Good standard of education with a minimum of 5 GCSEs or equivalent experience

#### **Knowledge:**

- An understanding of the relevant legislation and regulations applied to area of service delivery

#### **Experience:**

- Some experience of working in a customer focused, service delivery role and good admin skills

#### **Expertise:**

- 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

### **Disclosure and Barring Service (DBS) Checks**

- This post does not require a DBS check.

### **Job Working Circumstances**

- **Emotional Demands:** None
- **Physical Demands:** None

- **Working Conditions:** None
- **Other Factors:** None

**Other Factors:**

Job role may include travel to council's anchor buildings, other than own workbase