

JOB DESCRIPTION

SERVICE UNIT: Customer and Property Operations

JOB TITLE: Senior Business Support Officer – Case Worker

RESPONSIBLE TO: Senior Executive Officer

MAIN PURPOSE

Senior Business Support Officer - Case Worker will provide dedicated support to the Leader of the Council by managing and resolving resident enquiries, ensuring timely and effective responses to complex issues, and maintaining a high standard of service that reflects the Council's values. This role acts as a key liaison between the Leader, elected members, council officers, and external stakeholders, ensuring that all casework is handled professionally, sensitively, and in line with statutory and organisational policies.

MAIN RESPONSIBILITIES

- Receive, validate, and register complaints or resident enquiries, advising customers on a wide range of issues, including complex cases, and resolving queries independently or recommending alternative actions as needed.
- Ensure all complainants, representatives, and staff receive appropriate advice, support, and outcome information throughout the complaints process, enabling service users, families, and carers to make complaints in any media or language.
- Independently manage Stage 1 complaints, including taking details, creating acknowledgement letters and summaries, and recording complaint details; support and administer Stage 2 and Stage 3 complaints, ensuring timescales are observed and comprehensive summaries are maintained.
- Liaise with managers, staff, and independent investigators as appropriate during Stage 2 investigations.
- Monitor deadlines, actions, and recommendations for all complaint stages using a case management system, including arranging meetings, liaising with the Ombudsman, and clerking panel meetings.
- Assist the Senior Executive Officer in identifying and maintaining good practice and legislative requirements, advising senior management on practice developments.
- Monitor, record, review, and provide statistical data on complaints and representations activity, identifying issues for further investigation.
- Maintain, review, and update all public and internal information on complaints procedures, including leaflets, web pages, and template letters, ensuring accurate electronic and hard copy records with regular archiving.
- Provide efficient, effective, and comprehensive administration and customer service support, maintaining confidentiality at all times and complying with all Council decisions, policies, standing orders, and statutory requirements, including the Equality Act, Health and Safety at Work Act, and Data Protection Act.
- Oversee the resolution of resident issues, ensuring all cases are managed promptly, sensitively, confidentially, and in accordance with data protection legislation.
- Handle a high volume of standard and complex resident queries, ensuring appropriate responses via phone, email, or other channels, and set the standard for ongoing communication with residents, ensuring transparency, accountability, and responsiveness.
- Draft official responses to residents, particularly in high-profile or complex cases, ensuring communications reflect Council policy and values.
- Ensure robust systems for record-keeping and information management, maintaining confidentiality and compliance with the Data Protection Act.
- Monitor the progress of all resident cases, ensuring all actions are taken and issues resolved effectively.
- Lead the gathering and review of relevant information to support the resolution of resident issues, working collaboratively with council officers and partner organizations.
- Champion continuous improvement in the Council's approach to resident engagement and casework, identifying opportunities to enhance service delivery and resident satisfaction.

- Undertake other duties as required, commensurate with the level of the post

PERSON SPECIFICATION

ATTRIBUTES & CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
EXPERIENCE <ul style="list-style-type: none"> • Significant experience of innovative, high quality customer care including complaints handling and complex customer service queries • Significant experience of working proactively with stakeholders at all levels and achieving demonstrably good results • Demonstrable experience of working in an environment where confidentiality, GDPR and Fof compliance is understood • Change management and service review experience 	Essential Desirable Essential Desirable	Application Form Interview References
QUALIFICATIONS / TRAINING <ul style="list-style-type: none"> • NVQ Level 3 Customer Services or equivalent experience • Complaints training 	Essential Desirable	Application Form Certificates
APTITUDES / ABILITIES <ul style="list-style-type: none"> • Excellent interpersonal, clear communication and literacy skills, both written and verbal • Quick to establish credibility and work with service users, carers, senior managers, staff and partner agencies • A creative approach, able to discern and evaluate the key elements of a complaint, problem solve and aid resolution • Able to present reports/information in a way that meets statutory requirements and is innovative and user friendly. • Able to set up/maintain highly effective monitoring systems • Ability to pay strict attention to recording detail enabling accurate reporting to the Complaints Manager • Able to work autonomously, prioritising a workload comprising many different elements and priorities to meet statutory deadlines and equally work effectively as part of a team 	Essential Essential Essential Essential Essential Essential	Application Form Interview References
KNOWLEDGE <ul style="list-style-type: none"> • Confident with Microsoft Office applications • Knowledge of complaints/customer feedback processes and case management systems 	Essential Desirable	Application Form Interview

ATTITUDE / MOTIVATION <ul style="list-style-type: none"> • Confident in own judgement and able to promote their views • Caring, understanding and patient demonstrating a commitment to listen to others and be flexible • Diplomatic, objective, tenacious, an attention to detail • Resilience, with the ability to relate empathetically to customers who are likely to be distressed or angry 	Essential Essential Essential Essential	Application Form Interview References
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OTHER FACTORS <ul style="list-style-type: none">• The post might require occasional working out of hours to attend meetings• Basic Criminal Records check	Desirable Essential	Application Form Interview Satisfactory DBS Disclosure
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