

Job Title: Case Coordinator

Job Grade: Level 2, Zone 2

Salary Range: £32,228 - £34,565

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy, we're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The role will deal with citizens directly who are not satisfied with the services they have received from the council to create a better future for all and improve services provided by the council to its residents.

About the role

This is an active role in the Central Complaints Teams (Information and Records Management) that is responsible for the effective day to day coordination and processing of complaints and Member Enquiries in a flexible but timely manner including the support and development of consistent data recording, document management and information gathering.

About you

- You promote, facilitate and support enquiry handling across the council and with partners that is citizen-focussed, simple, open and transparent
- You support officers to manage the flow of enquiries coming into the council making full use of relevant IT case management systems
- You maintain confidentiality and observe data protection guidelines in line with GDPR
- You liaise with service areas in the council and external partners to ensure that enquiries are responded to in a timely manner
- You provide advice, guidance and support to services on responding enquiries within a framework of policies and procedures
- You contribute to the monitoring of performance, & compliance, and take necessary action as required

- You work collaboratively with officers in the Directorates and make recommendations for improvements in local systems and procedures to contribute to the effectiveness of workflow
- You receive and distribute information and communications effectively, through telephone calls, emails and paper
- You work with a case management system that delivers statistical and performance data relating to enquiries, showing trends to ensure performance measures & standards (statutory and non-statutory) are met.

Work Environment

You will be required to work in line with Camden's agile working framework including flexible and remote working patterns which are a combination of office-based and home working, as required by the service and lead and manage a team and the effective delivery of services within that framework.

People Management Responsibilities

This role has no formal line management responsibilities. However, there is a requirement for informal coaching, mentoring, supervising and inducting of staff at the same or lower job level in the service area as part of working as one team and sharing expertise and knowledge.

Technical Knowledge and Experience

- Experience of having worked in a fast paced, citizen-focused environment.
- Excellent knowledge and application of IT systems and software packages.
- Ability to work with minimum supervision, using problem-solving skills and initiative with strong organisational skills and good attention to detail.
- Excellent levels of literacy and numeracy with good analytical and research skills.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Excellent interpersonal and communication skills (written and oral) including literacy, tact and diplomacy and ability to explain complicated and technical things in plain, simple English.

- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- Knowledge of good practice in relation to handling complaints and member enquiries
- Knowledge of the Data Protection Act 2018, General Data Protection Regulation and all subordinate legislation.

Relationships

You will work with a wide variety of teams across the council and partner organisations.

You will report into the Complaints Team Leader, IRM, Business Support Services, Level 4 Zone 2

You will be required to liaise with various teams and services across the organisation, resolving issues and providing advice as required. Key contacts will be:

- Citizens from within and outside the borough
- Senior leadership teams across all directorates
- Portfolio Holders and Elected Members
- Officers of Camden Council
- Officers in other local authorities, London-wide bodies and central government departments e.g. LGOSCO & HO.
- External organisations who are contracted to provide records management functions and tools to the council.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.