

Job Profile Information

Job Title: Senior Case Management Officer

Job Grade: Level 4, Zone 1

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 post holder will ensure the provision of an efficient and responsive case management service.

About the role

This role is all about leadership. To support the team manager, provide advice and support to the case management team, as requested by officers, on individual decisions to ensure that they are in line with the policy, statute and case-law relating to the service area supported and, where case outcomes require it, make suggestions to relevant officers that will help ensure that their future decisions are consistent with policy, statute, and case law.

To remove barriers so officers can focus on doing the right thing for customers. It's about supporting across Repairs & Operations, so you'll work collaboratively with other Team Managers to ensure we have consistent high performance within the case management team. You will form strong working relationships with service areas, ensuring a two-way relationship that works tirelessly to ensure cases are responded to in line with our policies.

To provide information that contributes to the improvement of the customer experience by ensuring all information relating to progress and outcomes of cases are properly recorded in a timely manner and shared in regular meetings with relevant areas.

To be a key component of the Customer Assurance process by undertaking all reviews (including Statutory and LGO reviews), appeals, complaints and senior level MP/member enquiries/housing ombudsmen owning, coordinating, and managing these cases to a successful conclusion by investigating, assessing, and identifying appropriate solutions.

These cases to be progressed in accordance with statutory and corporate deadlines and to comply with all relevant legislation and Council policy ensuring that the main focus is on solving the issues and following up outstanding actions whilst ensuring that all stakeholders, particularly the Councillor and/or customer, are kept informed and updated at all times until the case has been resolved.

About you

You will have in-depth knowledge of Housing legislations and experience with complaint handling. Good organisational and communication skills.

You must be able to set, deliver and achieve targets by removing barriers and supporting your colleagues from the front. Where required you will deputise for the team manager and support other Team Managers as required.

This role is all about leadership, ownership and responsibility and always thinking from the customers point of view.

Leadership

You will be able to support the team by inspiring, coaching and ensuring they have the appropriate tools to deliver consistent exceptional levels of service.

You will always create a positive and engaging working environment that fosters innovation and excellence. You and your team will continually be enhancing your skills, experience, and performance levels

Collaborator

You'll be experienced in working with support teams to achieve results, and by working with teams across the council

Innovator

You can demonstrate how things can be done differently to increase customer satisfaction.

Deliver high performance results

You'll be experienced in achieving set targets for ensuring cases are responded to in line with our policies and always lead by example.

Engaging and a clear communicator

You'll be a people person who enjoys and can engage with teams through effective and personable communication

Work Environment:

You'll be based at Holmes Road and are required to work in the office a minimum of 2 days a week during core hours. You may also be required to attend evening meetings.

Relationships:

Head of Property Customer Services & Engagement, Head of Repairs and Operations, Customer Service Manager, Performance Manager, Housing repairs contact centre Team Managers, Repairs Operations Managers, HR Business Advisor and Service Managers across the organisation

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,

Note:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

