**Chief Executive’s Casework and Correspondence Officer**

**Job Title: Chief Executive’s Casework and Correspondence Officer  
Job Grade: Level 4 Zone 1  
Salary Range: £37,638 - £43,659**

**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, in this key support role in the Chief Executive’s office.

**About the role**

This newly created role will play a vital role in the successful operation of the Chief Executive’s office. You will work in a small, professional team at the heart of the organisation and you will manage all casework and complaints received by the Chief Executive. You will be responsible for effectively managing the full cycle of casework and complaints; from acknowledging and logging, to investigation, remedy and trend analysis, ensuring both the Chief Executive and complainants are kept informed and updated on progress at all times, until complaints are resolved.

As this is a new role, we would expect you to develop and review an effective system and process for the management of complaints and casework. This system should enable you to track the status of cases identify trends and to prepare briefing notes. You should feel comfortable providing regular updates to the Chief Executive on complaints and casework matters as well as liaising with Executive Directors, Directors and Service Managers to resolve complaints and escalate concerns when appropriate. This is an exciting role in a busy office and the post holder will be expected to work at pace to identify solutions and prioritise and manage workloads efficiently and effectively to meet tight deadlines.

You will be expected to develop relationships with colleagues of all levels, including the Corporate Management Team, our Senior Leadership Group and the Cabinet Office, representing the Chief Executive and her office in all interactions. You will also be required to stand in for the Head of Chief Executive Office as and when required during meetings with senior external partners, following up on actions that arise and helping manage these relationships. It is also important that the post holder is empathetic to the difficulties that arise for the many people who contact us and is able to communicate effectively with people when they are in distress.

All correspondence will need to be managed to comply with relevant legislation where appropriate and Council policy, ensuring that the main focus is on addressing and resolving the issues for the complainant. The post holder will provide information that contributes to the improvement of the Camden customer experience by ensuring that all information relating to progress and outcomes of cases are properly recorded in a timely manner and ensure that any learning is relayed to services to drive improvement, where trends in complaints are identified.

**About you**

* You will have significant experience of working in a customer facing service and have experience in handling complex cases or complaints from a diverse range of customers
* You will have a sound understanding of equality, diversity, and inclusion principles
* You will have a good knowledge of local government and the issues and challenges facing local governments
* You will have the ability to challenge the status quo with a view to improving the customer experience for Camden residents and stakeholders.
* You will have experience of analysing complex problems, evaluating options, and developing workable proposals and solutions.
* You will be empathetic to the difficulties that arise for the many people who contact the Chief Executive
* You will be self-sufficient and able to manage competing demands, prioritise workloads, and to respond flexibly to changing needs and priorities.
* You will have the ability to deal, efficiently, professionally, and sensitively with complaints and enquiries
* You will have excellent analytical, problem solving and negotiation skills with the ability to work on own initiative with a flexible approach and the minimum of supervision
* You will have an excellent telephone manner and verbal and written communications skills and able to prepare correspondence effectively and concisely
* You will have the ability to take responsibility for your own work, consistently achieving and delivering to time, without compromising quality, despite tight timescales and conflicting priorities.
* You will also be required to work as part of a team and to build and maintain effective working relationships and provide support and cover within the Chief Executive’s office and to be able to work with colleagues at all levels within the organisation

**Work Environment:**

The role will be office based in our offices in Kings Cross, but there is the opportunity for home working.

**People Management Responsibilities:**

There are no people management responsibilities.

**Relationships:**

The post holder will have a close working relationship with the Chief Executive and colleagues in the Chief Executive’s office. Post holder will need to establish and maintain good working relationships with all services in the organisation and with Camden residents.

**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](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**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.