



# Case Manager - Project Manager



As the project manager, your job is to plan, budget, oversee and document all aspects of the specific project you are working on making sure that the scope and direction of each project is on schedule.

Planning, Executing, and Closing Projects — defining the project, building its comprehensive work plan, and managing to the budget.

Project managers should be able to negotiate reasonable and achievable deadlines and milestones across stakeholders, team and throughout the organisation, and recognise and troubleshoot risks within the project.





## Job Description & Person Specification

<b>JOB TITLE:</b>	<b>Case Manager</b>
<b>REPORTING TO:</b>	<b>Appropriate Operational Manager</b>
<b>LOCATION:</b>	<b>Flexible and Variable</b>
<b>GRADE:</b>	<b>H</b>

### Key tasks

- Understanding of customer need
- Supporting customer self-serve
- Spotting opportunities for further enabling and self-serve
- Continuous improvement of processes and procedures
- Understand when to consult with others, including specialists
- Knowledge sharing
- Manage more complex cases and projects
- Develop tools, guidance notes and enable team to widen knowledge
- Wider knowledge of several areas of the business
- Building and presenting business intelligence
- Finding solutions and proposing options
- Experienced case manager in one or more areas of focus
- Promotes new ways of working
- Responsible for multiskilling the team
- Supports planned and reactive projects
- Likely to own most complex / impactful / risk cases
- Credible with senior internal and external stakeholders
- Trusted and highly autonomous
- Accountability for quality and quantity of work within the team

### Knowledge

#### Essential

- Competent in the use of Microsoft Office.
- Principles of good customer service.
- Values and promotes equality and diversity
- Understand the principles of data protection.
- Demonstrates a range of management skills- able to deploy resources and staff, manage change and respond flexibly.
- Political sensitivity and commitment to public service ethos.
- Organised, conscientious, energy, drive, confident and assertive.
- Experience with working with elected members, or in a political environment.
- Knowledge and understanding of Health & Safety legislation and requirements.

## **Desirable**

- A demonstrable track record and consistent achievement at professional level within an organisation of comparable scope and complexity.
- Able to demonstrate understanding, experience and knowledge of policy and activities within your area of expertise.
- Relevant local government experience and understanding of the whole local government sector and its current challenges.
- Facilitates organisational, individual and personal learning and development.

## **Skills & Abilities**

### **Essential**

- Excellent communication skills both written and oral, with a good telephone manner
- Good interpersonal skills.
- Flexibility and ability to multi-task.
- High level of accuracy and attention to detail.
- Ability to work under pressure.
- Problem solving & decision making.
- Team player.
- Persuasive and encouraging -adopting a coaching style to enable customers.
- Ability to lead, motivate, enthuse, inform and develop others to improve capability levels within the team.
- Ability to manage using objectives, targets, performance management, problem solving and project management.
- Numerate and analytical with the ability to interpret, analyse and extract relevant information from complex reports and translate these so they are capable of being understood by a wider range of people.
- Able to prepare and present reports on general and specific related matters to non-experts in a clear and comprehensible manner.
- Ability to interpret key data and identify trends.

### **Desirable**

- Able to demonstrate a strategic thinking capacity and be proactive in developing and implementing continuous improvement across the service.

## **Qualifications**

### **Essential**

- Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics)
- Evidence of continuing development of professional and management skills, e.g. through training, qualification and/or experience.

### **Desirable**

- Relevant professional qualification or experience.
- Qualified to degree level or equivalent.
- Membership of a professional body, where such a relevant body exists

## **General Requirements**

To undertake other duties as reasonable required

To participate in the out of hours emergency rota

Actively demonstrate the behaviours as detailed in the Councils' Behaviour Framework and confident to challenge others when required.

**This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.**

**SIGNED:**

**DATE:**

# Case Managers

## COMMUNICATIONS & ENGAGEMENT

### Case Managers at Grade H x 2

#### Purpose

This team is fundamental to the success of our organisation and how our customers, partners and stakeholders perceive us. These key roles will lead the engagement with our customers, ensuring that we are keeping both internal and external customers, including our tenants, informed about Council priorities, services and campaigns. This team will also provide a marketing function to the Council based on customer data/insight and trends, and will lead the promotion of commercial and income generating services and place-based marketing to support inward investment and economic ambitions.

#### Case Managers - Communication and Engagement

There will be two Case Managers to co-ordinate the communication activity outlined in the team description above, including on our “destination” activity. The wider scope for this new role includes internal communications, external communications (including tenant engagement), media relationships and management, and communication activity across all channels. This Case Management role will bring co-ordination and management to our campaign activity to ensure that key messages are aligned and delivered effectively and ensuring the coordination of channel shift activity is undertaken to support this.

This team will also be the authority on all websites, intranet and social media activity. They will drive our vision, presence and strategy as well as gate keep content and design. They will be supported by technical colleagues on IT work and all areas of the organisation on the content.

## PERFORMANCE & GOVERNANCE

### Case Manager at Grade F x 3

### Case Manager at Grade D x 3

#### Purpose

This team provides important and underpinning activities across Performance & Risk Management, Governance & Elections, Information & Data Management and Strategic support on Procurement and our People Management function. Developing the strength of this area will bring benefit to all we do and allow the Strategic Board to operate effectively – based on strong governance principles, on robust data and information and with strong democratic arrangements in place.

The Governance function provides resource to:-

- Deliver all support to our Elected Members and the democratic process, including meeting support.
- Support our Members, allowing them to fulfil their roles as elected representatives for our community.
- Drive our governance framework – including acting as the authority on programme and project priorities.
- Supporting and delivering elections.
- Support to Leader, Strategic Board and civic arrangements and functions.

The Business Intelligence and Performance function provides resource to:-

- Drive our performance management framework – including the client management of key contracts and partnerships.
- Control ongoing business design integrity and develop our business intelligence ambitions and support service improvement.

### **Case Managers - Performance and Governance**

This team of Case Managers will provide support to all the functions of the team – governance, elections, Member development, performance and risk, civic functions, support to the Strategic Board and the Leader of the Council.

The Grade F role will co-ordinate and manage the work for the support team – ensuring work is prioritised and planned to deliver expected outcomes. This role will also lead on the Strategic Board admin support.

## **STRATEGY**

**Case Manager at Grade D x1**

**Case Manager at Grade F x1**

### **Purpose**

This team is fundamental to our future and will play a huge role in developing our vision and ambition into strategies and plans for the One Team and partners to deliver.

The team purpose is to set the strategic plans and priorities, working collaboratively with partners and all parts of the Council to ensure activity is focused on agreed common goals, as specified by the Strategic Board and set out in our Strategic plans for People, Place and Prosperity.

The accountability for the entire strategic planning cycle sits within the Strategy function.

### Case Managers - Strategy

In addition to the Specialists, two Case Managers will co-ordinate the activity outlined in the team description above. The wide scope for this new role includes coordination of work both within the team of Strategy Specialists, and across the whole organisation.

Working closely with colleagues across the One Team, Case Managers will have the organisational overview and co-ordination of all strategy development work. Developing strong relationships with partners, and colleagues across the organisation will be key to success.

The Case Management role will bring co-ordination and management to our activity to ensure we have all strategy work aligned and delivered effectively.

## Case Management Team Customer

### Purpose

The purpose of the Case Management Team is to provide a fully integrated customer service for more complex enquiries, projects and transactions focussed on our themes of People, Place and Priority. They will do this by acting as a single point of contact to both external customers and internal colleagues throughout the complete customer journey or project.

The Case Management function will progress activity that cannot be completed at the first point of customer contact, for both internal and external customers. Case Management roles provide a single point of customer contact for more complex cases that cannot be completed by Customer Services, and so will receive most transactional work from external customers via the Customer Services Team. Requests and case work may also be pro-active and routine. Projects will mostly be pro-active and with the intent of adding value to our priority themes of People, Place and Priority or to our organisational Vision.

Case Managers will undertake work on behalf of both internal and external customers; this work may also be both reactive and pro-active in nature. The work of a Case Manager may require the co-ordination of multiple resources and some data collection and validation activity. Case Managers in this team will also be deployed into our Localities Teams to deliver services closer to our communities and estates.

Case Managers will deliver the majority of more complex core processes, such as typical benefits cases, planning applications or finance enquiries for example. Case Managers will have a level of expertise in some activities and functions probably that has been obtained in a current role that allows them to conclude typical or standard cases to conclusion. In time we will expect Case Managers to grow the number of tasks they can perform for customers in particular within their theme, without the restriction of historic service boundaries. This will make for a more rewarding role with opportunities to develop.

Case Managers working within Customer will:-

- Deal with the more complex reactive service requests coming from colleagues and Members or self-generated activity required for planned work. Initial contact with the customer could come from the Customer Service team (they triage and hand over the more complex service requests to Case Managers), or from the internal customer directly.
- Deal with more complex external and internal projects.



- Undertake some of the work previously undertaken by professional officers in current services where the process or activity does not require Specialist input and/or is or can be highly systemised.
- Take responsibility for resolving cases to the satisfaction of the customer, pro-actively keeping them informed of progress every step of the way.
- When encountering a problem with a service request, or getting stuck or where needing help to resolve refer the matter to a Case Management Lead or Specialist team. Through these routes the Case Manager will then receive the information they need to complete the case, and they will then act as the single point of contact to keep the customer updated on progress.

### Case Management Lead – (Grade H)

These roles will develop and oversee the day to day activities of the Case Management function and undertake all projects and tasks needed to ensure the smooth running of the team. These roles will also be the first point of contact for Case Managers when they need advice and support on a challenging or difficult case or project or just when they get stuck in delivering a core process or case that has been allocated to the team. If they cannot resolve the issue, they may need to seek advice from a Specialist.

### Case Managers- (Grades H F and D)

Case Managers will perform the tasks as set out in the key activities section above.

Case Managers will be organised around our priority Themes and internal customer needs thereby aligning to the Case Management Lead roles above. Cases may overlap our Themes and therefore any theme boundaries that we create will be flexible as will resource allocation of Case Managers to Themes. An appetite for learning new skills, and processes will be key for Case Managers.

As we step up the Case Management function it is likely most people will be working on processes that they are broadly familiar with, although processes will improve in time in light of our process redesign work stream. In time, and with support and development, we will expect Case Managers to build on their core skills to broaden the nature and number of cases they can support and deliver.

## **Case Management Team Commercial, Investment and Change**

### **Purpose**

The purpose of this function will be to lead the delivery- directly or through facilitation and enabling- of major place schemes and programmes across the area, creating conditions for growth, prosperity and wellbeing.

### **Case Managers- Project Manager (Grade H)**

This team will support and drive further business change activity during and after the implementation of our current transformation programme. This team will at times be enhanced with further resources (subject to relevant business cases) should major programmes emerge.

These roles will bring drive, rigor and discipline to the business change activity and will bring strong co-ordination and project management skills. Working closely with the Programme Manager they will support the delivery of priority change activity.

### **Case Managers- Business Analyst (Grade H)**

Business Analysts will join the Case Management area of the team, assisting in particular with information and data requirements associated with Commercial, Investment and Change.

### **Case Managers- Project Delivery (Grade D,F)**

This team will deliver support to the Programme Manager, and Project Managers, on a wide range of high profile and strategically important work activity including the delivery of project activity, the creation of key project documents and plans, the planning of project engagement and communication, the governance reporting on projects, as well as administrative support for the team.

### **Case Managers- PMO Support (Grade D,F)**

We need a strong and proactive PMO team in place to ensure our two priority programmes (business change and delivery of growth) are supported appropriately and can be delivered successfully.