

## **London Borough of Lambeth JOB DESCRIPTION**

**Job Title:** Caseworker  
**Grade:** SO1  
**Department:** Strategy & Communications  
**Division:**  
**Business Unit:** Leader's Office and External Affairs (LOEA)  
**Responsible to:** Office Manager and Leader's PA  
**Responsible for:** N/A

### **Main purpose of post**

- To manage casework enquiries for the Leader of the Council and Cabinet.
- To assist in the provision of an effective support service to the Leader and Cabinet.
- To provide administrative support to the office of the Leader of the Council.

### **Key Unit Accountabilities**

1. To deal directly with members of the public, face to face, in writing, by email or telephone, who have issues with the Council or council services which they want the Leader, Deputy Leaders or Cabinet Members to take up on their behalf.
2. To respond to enquiries courteously and helpfully, providing accurate information or seeking the information from others if unable to answer the enquiry.
3. To deal effectively and sensitively with telephone calls or personal enquiries made, or referred to the Leader's Office by the public, Councillors, or council staff.
4. Where necessary to receive and look after visitors to the Leader's Office.
5. To undertake other tasks as determined by the operational needs of the service including attending and participating in a range of meetings as appropriate.
6. To efficiently and sensitively deal with the confidential information that is encountered in a political environment.
7. To observe all health and safety rules and guidance to take all reasonable care to promote the health and safety at work of yourself and your fellow employees.
8. To follow all procedures and guidance for maintaining the security and confidentiality of people, information, premises, equipment and software of the council. To carry out the responsibilities of the post at all times with due regard to the Data Protection Act.
9. To participate in training and make constructive use of supervision and performance review to enhance opportunities for personal development and in doing so to contribute to improvements in the service.
10. To carry out the duties of this post with due regard to the Council Equal Opportunities and Valuing Diversity Policy ensuring its implementation in all areas of the Council.

11. To engage with council departments and external organisations toward the resolution of a given case.
12. To manage caseload using own initiative on a priority basis ensuring urgent matters are dealt with as necessary.
13. To maintain accurate and complete casework records.
14. To work with officers and external organisations to ensure that effective, appropriate and timely action is taken in response to a give case.
15. To quality check responses from departments, challenging those which are inadequate, and ensuring that substitute responses are provided.
16. To brief and advise councillors on progress with and the outcome of these enquiries. To recommend to them further actions, including trends and issues emerging from the casework.
17. To undertake any other role as directed by the Head of the Leader's Office in support of the Leader, Deputy Leaders and Cabinet Members.
18. Accountability to be included = To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
19. Accountability to be included = To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
20. Accountability to be included = To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.

**PERSON SPECIFICATION  
Caseworker SO1**

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confidence scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<p><b>Shortlisting Criteria</b></p>
<p><b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b></p>			
<b>Qualification</b>		Educated to degree level or with a suitable professional qualification or carrying out an approved course of study leading towards the above.	
<b>Key Knowledge</b>	K1	Background knowledge of local government, especially the roles of Elected Members and Officers.	
	K2	Knowledge and awareness of the issues involved when working within a multi-cultural community.	
	K3	Knowledge of a wide range of council services experienced by the general public.	✓A
	K4	Knowledge of office skills including IT systems.	✓A
<b>Relevant Experience</b>	E1	Experience of working in an office environment, and working in a similar role in a large, multi-functional organisation.	✓A
	E2	Experience of administrative and clerical procedures and practices.	✓A
	E3	Experience of dealing with Councillors and the public both on the telephone and in person.	
	E4	Experience of producing clear, succinct and well-structured written work which creates a positive impact on the recipients.	✓A
	E5	Experience of casework or advising or assisting members of the public with problems with public services.	
<b>Core Behaviours</b>		<b>Focuses on People:</b> Focuses on People is about considering the people who our work affects, internally and externally. It's about treating people fairly and	

		<p>improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people.</p> <ul style="list-style-type: none"> <li>▪ Ensuring anyone who calls me receives the best response that can be given even if it is not my area of work</li> <li>▪ Being approachable and positive for my area of work and other services</li> <li>▪ Showing empathy to help people inside the council as well as outside</li> </ul>	
		<p><b>Takes Ownership:</b> Takes Ownership is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p> <ul style="list-style-type: none"> <li>▪ Taking ownership of my task, breaking it down, engaging with persons involved, and reflecting if there is a more efficient way of achieving it</li> <li>▪ Going the extra mile, valuing success, being proactive and knowledgeable and taking the initiative</li> <li>▪ Working with teams and service areas to achieve positive outcomes and develop personal capabilities</li> </ul>	✓A
		<p><b>Works collaboratively:</b> Works Collaboratively is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <ul style="list-style-type: none"> <li>▪ Being a good team player and stepping in to assist manager or colleagues during absences</li> <li>▪ Sharing information, best practice and ideas with relevant networks and groups</li> <li>▪ Being approachable, listening and building constructive honest relationships</li> </ul>	✓A
		<p><b>Communicates Effectively:</b> Communicates Effectively is about how we talk, write and engage with others. It's about</p>	✓A

		<p>using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> <li>▪ Targeting the message to the audience, ensuring that everyone can access the information.</li> <li>▪ Sharing and passing vital and new information and reflecting back understanding</li> <li>▪ Escalating issues and opportunities straight away, ensuring risks are managed</li> </ul>	
		<p><b>Focuses on Results:</b> Focuses on Results is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better</p> <ul style="list-style-type: none"> <li>▪ Getting my work done to the best of my ability with the resources and finances we have</li> <li>▪ Keeping my manager informed of progress</li> <li>▪ Alerting my manager when I need support</li> </ul>	