



## JOB PROFILE

<b>POST TITLE:</b>	<b>Casework Officer</b>
<b>GRADE:</b>	<b>F</b>
<b>DIRECTORATE:</b>	<b>Office of the Police and Crime Commissioner, West Mercia</b>
<b>RESPONSIBLE TO:</b>	<b>Senior Communications &amp; Engagement Officer</b>
<b>LOCATION:</b>	<b>Hindlip</b>
<b>JOB PURPOSE:</b>	<p>To support the Commissioner in effectively engaging with local communities and stakeholders.</p> <p>Use a range of communication and engagement resources and skills to ensure a personal, timely and accurate response to public contact. Solve problems and providing positive resolutions that are appropriate to individual circumstances, audiences and stakeholders.</p> <p>Provide advice to the Commissioner and OPCC managers on resolving the most complex casework, including awareness of relevant legal considerations and communications risks.</p> <p>Deliver clear communications and engagements that reassure communities and enhance the reputation of the Commissioner.</p>

### MAIN RESPONSIBILITIES:

1. Determine the most appropriate course of action in triaging, researching, handling and responding to a wide range of community and stakeholder issues, being mindful of relevant legal issues and communications risks.
2. Devise and deliver positive and appropriate resolutions to community and stakeholder casework. Lead on engagement with correspondents and deliver substantive responses / resolutions on behalf of the PCC, Deputy PCC and other senior managers as appropriate.

3. Ensure contact into the OPCC from the public, partners and stakeholders is effectively and efficiently managed, from receipt through to final outcome / response.
4. Deliver key messages across all communications and engagement platforms, consistent with the aims and objectives in the PCC's Police and Crime Plan, Communications and Engagement Strategy, and other OPCC communications and engagement activity.
5. Undertake all required research (including liaison with the police and other partners) to understand the full nature and context of casework arriving in the OPCC. Make best use of this research to deliver informed, appropriate and proportionate resolutions / outcomes for all parties.
6. Have a significant understanding of political considerations in respect of handling contact from the public, partners and stakeholders. Deploy this knowledge on a case by case basis to come up with courses of action that protect and enhance the reputation of the PCC.
7. Make best use of technology to ensure a robust, resilient efficient and consistent method of managing and responding to public contact.
8. Ensure ongoing compliance with relevant legislation and OPCC policies regarding the handling of personal data and correspondence.
9. Engage other members of the OPCC, or as necessary members of the police and other partners, in order to ensure public contact receives an informed, accurate and timely response, and is appropriate to the individual scenario.
10. Use communication and engagement tools and resources to effectively build and maintain public confidence in the PCC.
11. Build and maintain good working relationships with all necessary contacts in the OPCC, police force and other partners, to enable a good level of service at all times to communities.
12. Prepare briefings for the PCC, Deputy PCC and other senior managers as required
13. Keep the PCC, DPCC and other appropriate managers informed on patterns of public contact and priority items coming into the office. Provide specialist advice to the PCC, DPCC and managers on options and potential courses of action in respect of casework that is particularly complex, novel, contentious or repercussive.
14. Undertake all necessary administration work necessary to ensure a robust audit trail for all public contact entering the OPCC.

15.To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
<b>Special Conditions:</b>	<p>This post is politically restricted under the Local Government and Housing Act 1989 (as amended).</p> <p>Occasional travel throughout the West Mercia area</p>
<b>Security level:</b>	Security Check

#### **PERSON SPECIFICATION:**

##### **Knowledge:**

- Educated to degree level or equivalent
- Formal qualifications linked to communications, engagement, politics or administration are desirable, but not essential
- Working understanding of relevant legislation
- Good understanding of the PCC's role and responsibilities
- Stakeholder management techniques

##### **Experience:**

- Dealing directly with the public, particularly around complaints or resolving issues
- Handling sensitive, confidential matters
- Previous experience within a policing or political context desirable
- Delivering formal, written communications to a range of different audiences.
- Experience using correspondence management systems

##### **Key Skills:**

- Creative problem solving
- Evidence led decision making
- Excellent verbal and written communications
- Excellent word processing skills
- Competent in the use of IT including Microsoft packages or equivalent.
- The ability to work unsupervised on own initiative to tight deadlines, multi-tasking and organising a demanding workload.
- The ability to research and analyse large volumes of information and prioritise as appropriate.
- The ability to deal calmly, tactfully and appropriately with people at all levels, exhibiting sound judgement and high degree of emotional intelligence.
- The ability to deal with all confidential matters with absolute discretion and integrity.

Author:	Gareth Boulton
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