

## Job Description

<b>Post Title:</b>	Senior Casework Officer
<b>Salary Band:</b>	£34,434 - £47,181
<b>HEYCA Grade:</b>	3
<b>Contract type:</b>	Permanent
<b>Reporting to:</b>	Head of Mayoral Operations
<b>Service Areas:</b>	Mayoral Private Office
<b>Political Restriction:</b>	Yes This post is politically restricted under the Local Government and Housing Act 1989, as amended by Local Democracy, Economic Development and Construction Act 1989. The post holder may not have any active political role either in or outside of work, specifically may not hold political office
<b>Line Management Responsibilities</b>	No

<b>1. Primary Purpose of Post</b>
To lead and maintain a high-quality resident correspondence and casework function for the Mayor's Office, ensuring consistent standards, effective escalation and strong partner relationships. This role also supports training, templates and continuous improvement of the casework system.
<b>2. Role Responsibilities</b>
<ul style="list-style-type: none"> <li>• Manage complex casework and correspondence, ensuring accurate, timely and resident-friendly responses within appropriate boundaries.</li> <li>• Set and maintain casework standards, templates and quality assurance checks across the Private Office team.</li> <li>• Maintain relationships with partner organisations (councils, public bodies, agencies) to support effective signposting, escalation and joint problem-solving.</li> <li>• Support the use and development of the casework tracking system, including tags, categories, reporting and audit trail.</li> <li>• Provide guidance to colleagues on handling sensitive issues, complaints, safeguarding and escalation routes.</li> <li>• Identify recurring themes and produce short insight summaries to inform Mayor's priorities and programme teams.</li> </ul>

## Person Specification

Qualifications	E = Essential D = Desirable
<ul style="list-style-type: none"> <li>No specific qualifications required.</li> </ul>	

Experience and Knowledge	E = Essential D = Desirable
<ul style="list-style-type: none"> <li>Significant experience handling public-facing casework/correspondence in a political or public sector environment.</li> </ul>	E
<ul style="list-style-type: none"> <li>Experience supervising others or leading quality assurance for casework.</li> </ul>	E
<ul style="list-style-type: none"> <li>Understanding of devolved governance and Combined Authority responsibilities.</li> </ul>	E

Skills, Abilities and Personal Attributes	E = Essential D = Desirable
<ul style="list-style-type: none"> <li>Excellent drafting skills and ability to explain complex responsibilities clearly and sensitively.</li> </ul>	E
<ul style="list-style-type: none"> <li>Strong judgement, resilience and ability to manage sensitive topics appropriately.</li> </ul>	E
<ul style="list-style-type: none"> <li>Ability to build effective working relationships with partner organisations.</li> </ul>	E
<ul style="list-style-type: none"> <li>Excellent communication skills and the ability to deal positively with constituents and members of the public.</li> </ul>	E

Commitment and Behaviour Competencies	E = Essential D = Desirable
<ul style="list-style-type: none"> <li>This role must maintain strong working relationships across HEYCA and operate within corporate policies and governance requirements.</li> </ul>	E

**Note: This Job Description is not exhaustive, and employees will be expected to undertake other responsibilities commensurate with the seniority of the post.**