



Stockport Council Job Description

Post Title: Case Manager (SO1)
Service Area: Public Safety and Protection
Directorate: Place Management and Regeneration
Team:

Salary Grade: SO1

Post Reports to: Team Manager or other officer as appropriate
Post Responsible for: Case Management within a designated area

Main Purpose of the Job:

To be responsible for an allocated caseload within own team, undertaking investigations and contributing to the work of the team.

*The service integrates a diverse range of statutory duties on environmental and trading standards, licensing and consumer protection with the council's crime and disorder management function. It will require the post holder to hold a caseload for which technical supervision will be provided.

Summary of responsibilities and key areas:

1. To contribute to the achievement of the key objectives for crime and disorder reduction and public and environmental safety in the most efficient and effective way, both within the post holder's specific remit and across the section and Council as a whole.
2. To manage as directed a caseload which may be diverse in nature in accordance with legislation, codes of practice, corporate policies, local systems, policies and guidance and good professional practice. The work will include but is not limited to responding to complaints about public and neighbour nuisance, undertaking inspections and investigatory work, complying with agreed plans on enforcement action, collating evidence of licensing breach, attending meetings, carrying out other team activities commensurate with the grade.
3. To work as part of a team in order to meet team deadlines and to fulfil the roles and responsibilities required.
4. To comply with all health, safety and welfare requirements and responsibilities within the role.
5. To participate in gathering evidence, serving notices and producing reports, statements and case files in accordance with the legislation for legal and enforcement action and preparing evidence for court and legal proceedings as and when required.
6. To investigate and report alleged breaches of civil orders that invoke criminal penalties as outlined in council policies and procedures.
7. To contribute to and participate in the planning, implementation and review of project work, surveys and sampling programmes.
8. To assist in the preparation of Service Plans and assist in developing and maintaining enforcement and procedure manuals.
9. To advise customers and people against whom complaints are made of the progress of cases in compliance with data protection and privacy regulations provided this does not compromise any ongoing or concluded investigation, or the safety and wellbeing of others.

10. To liaise with colleagues and legal advisors and comply with legal proceedings as required.
11. To contribute to inspections of a specified range of premises especially to premises with high and medium risk rating to ensure compliance with all public protection legislation and licensing controls, seeking advice from senior officers or technical expertise as needed.
12. To report on activity and contribute to all monitoring, review and data management activities in compliance with an overall obligation of continuous improvement.
13. Attend meetings within the council and externally as required.
14. To undertake such duties outside normal working hours as may be required by the nature of the service.
15. To participate in the out of hours emergency call-out service.
16. To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.
17. To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.
18. To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account

Job activities:

These roles are predominately responsible for day to day case management and delivery to service users

Additional duties:

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.



Stockport Council Competency Person Specification

Post Title: Case Manager (SO1)

Directorate: Place Management and Regeneration

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview. Any interview questions, or additional assessments (tests, presentations etc.) will be broadly based on the criteria below.

Competency	SCORE					Essential or Desirable
	0	1	2	3	4	
Experience of managing casework in public protection or community safety. Experience of Environmental Protection Act 1990 investigation and enforcement relating to Statutory Nuisances and other Environmental Crimes such as fly tipping.						Essential
Experience of planning, organising and prioritising workloads to satisfy performance targets and meet deadlines.						Essential
Experience of dealing with people at different levels within and external to the organisation						Desirable
Ability to interpret and apply legislative rules and take proportionate action when they are breached.						Essential
Ability to exercise sound judgement and solve challenging problems, seeking advice as necessary.						Essential
Ability to influence others, negotiate effectively and manage situations where there is disagreement or conflict.						Essential
Able to analyse and interpret complex information and data and to present information in a way that aids decision-making.						Essential
Excellent verbal and written communication skills with the ability to present information coherently and concisely.						Essential
Personal Effectiveness / Organisation						Essential
Relevant training and /or qualification in the field of Environmental Protection and Environmental noise monitoring.						Desirable
Customer Focused with an understanding of the needs of customers who require additional support or referral						Essential
Understands and actively supports Stockport Councils diversity and equality policy.						Essential
To meet Stockport Council's standard of attendance.						Essential
A willingness to be flexible in a changing environment						Essential
Full Driving License						Desirable

Scoring key

- 0 – Not met essential criteria
- 1 – Partially meets essential criteria
- 2 – Meets criteria
- 3 – Exceeds criteria
- 4 - Exceptional