

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

<b>Job title:</b>	Technical Caseworker	<b>Location:</b>	Cirencester
<b>Job group:</b>	Case/Field Worker - Level 1	<b>Peer group no:</b>	PG-C6
<b>Reports to:</b>	Validation and Administration Support Manager	<b>Working hours:</b>	37 hours per week
<b>Business World Post number:</b>	880001215	<b>Line management responsibility:</b>	No
		<b>Direct Reports:</b>	None
<b>FTE Salary pro rata:</b>	£26,939 - £28,074	<b>Contract type:</b>	Permanent
		Further detail	N/A
<b>Main purpose of this specific role:</b>	Working in a small team of technical caseworkers you will be required to undertake casework processing and validating planning applications for the Planning Services on behalf of our partner Councils. You will be required to provide resilience if needed, across other services within the Group.		
<b>Key Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. Deal with routine service requests from the public about initial planning application and validation matters for residents. These could be by a variety of communication methods.</li> <li>2. Work within relevant legislation, prescribed policy, procedures and guidelines to provide the information.</li> <li>3. Escalate to technical colleagues or managers when necessary.</li> <li>4. Ensure all relevant customer and company information is captured and recorded accurately.</li> <li>5. Manage workload to meet the demands and targets within the function.</li> <li>6. Carry out duties with discretion, integrity and maintain confidentiality.</li> <li>7. Undertake any other duties as reasonably required to do so.</li> </ol>		

<b>Essential qualifications/skills/ experience specific to this role:</b>	<ul style="list-style-type: none"> <li>• A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English or demonstrable relevant equivalent experience</li> <li>• Excellent customer service skills</li> <li>• Ability to resolve routine issues by negotiation</li> <li>• Maintain accurate and up to date records</li> <li>• Competent in using a range of technology and software packages.</li> <li>• Ability to process and resolve a range of casework enquiries to the required standard and satisfaction of the customer</li> <li>• Ability to travel to all Publica locations</li> </ul>
	<b>Generic Job Profile:</b>
<b>Main Purpose:</b>	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> <li>• Take ownership of customer cases, including consultation with relevant subject matter experts</li> <li>• To escalate to the relevant expert as and when necessary</li> <li>• Undertake site visits if/when required</li> </ul>
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally</li> <li>• Work within relevant legislation, prescribed policy, procedures and guidelines</li> <li>• Escalate to technical colleagues when necessary</li> <li>• Ensure all relevant customer and company information is captured and recorded accurately</li> <li>• Manage workload in order to meet the demands and targets within the function</li> <li>• Carry out duties with discretion, integrity and maintain confidentiality</li> <li>• Undertake any other duties as reasonably required to do so</li> </ul>
<b>General Accountabilities:</b>	<ul style="list-style-type: none"> <li>• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>• To support the response to a major incident, including taking up a designated role within the emergency management framework</li> </ul>

<b>Essential Requirements, Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English</li> <li>• Ability to build customer relationships</li> <li>• Experience in assessing routine situations and carrying out inspections if and when required</li> <li>• Ability to remain calm and confident when dealing with challenging customers and environments</li> <li>• Ability to resolve routine issues by negotiation</li> <li>• Maintain accurate and up to date records</li> <li>• Demonstrate commitment and resilience to succeed</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to manage time effectively</li> <li>• Competent in using a range of technology and software packages, including Microsoft and Google</li> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Relevant recognised qualification</li> <li>• Knowledge and experience of working in a public sector organisation</li> </ul>
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li> <li>• You will be expected to work reasonable additional hours in line with the needs of the service</li> <li>• Ability to travel</li> </ul>
<b>Date reviewed:</b>	07/08/2025
<b>Reviewed by:</b>	Yvonne Hobbs
<b>Manager job title:</b>	Validation & Administration Support Manager
<b>Date of issue:</b>	07/08/2025