



casework co-ordinator

reporting to – head of casework teams

location – South Quay, London docklands

working hours – full time - 35 hours a week.

the purpose of your role

Our heads of casework teams manage a huge number of individuals, making sure we're delivering a great service to our customers. As a casework coordinator, you'll give wide-ranging support to our heads of casework teams. This will include general administrative duties, coordinating meetings and department events and sending out invitations on their behalf. You'll also help with ad hoc tasks – preparing meeting agendas, taking minutes and gathering information to go into reports, as well as assisting with project work. You'll need to be well-organised, able to manage your time effectively and juggle requests from more than one head of casework at the same time.

how we'll measure your success

- supporting the delivery of the department's objectives
- how you manage your workload to handle a wide range of tasks within agreed timeframes
- getting positive feedback on your support from managers and colleagues

you're accountable for...

our customers - our people - our reach - our service

- providing effective administrative support to the department and understanding the work they do
- organising staff engagement events including awards and arranging thank-you presents
- supporting other administrators, personal assistants and executive advisers as you keep everything running smoothly
- understanding when things need to be kept confidential or not – without being told
- demonstrating excellent and reliable customer service
- keeping one step ahead of your manager's busy schedule and having the confidence to manage his / her time effectively
- working with large amounts of data, creating reports, writing minutes and accurately recording information
- being comfortable taking things forward, even when your precise tasks aren't laid out for you, and being happy to work on your own initiative
- building strong relationships with relevant internal and external customers quickly – you'll know when and who to refer issues to



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- helping us identify how we can work better as a team to continuously improve the service we provide to both internal and external customers

your experience includes...

- having sound prioritising and planning skills, and staying calm under pressure
- being someone who's focused on customer service – when you say “I'll deliver that report to you by Monday”, you do actually deliver it by Monday
- communicating superbly – both verbally and in writing
- working in a team environment where you've shared knowledge and supported each other
- having excellent IT skills, including Microsoft Word, Excel, Outlook and PowerPoint

we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel*/fair

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could

- we have a budget and commitments to meet — so we care about the resources we use and the money we spend



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