

# Casework Support Officer -

## Illiam Dhone House

Grade: AO / Pay Band 7 (0.5FTE)

### What we do?

The Office of Human Resources (OHR) is a central function, playing a critical role in supporting the workforce and leaders across the Isle of Man Public Service.

OHR is undergoing a period of transformation, enhancing its structure, capability and resources to deliver the Chief Minister's vision of a 'People First' organisation. Our ambition is to create a service that effectively supports both our customers and our people, fosters a positive and inclusive working environment and recognises and values individual contributions and achievements.

We are committed to delivering a high-quality service we can be proud of and are seeking motivated and forward-thinking individuals to help shape our future, strengthen our services and support our people to achieve their full potential.

#### Our Objectives:

- Cultivate a performance-driven culture across the public service
- Remodel career development, talent management and succession strategies and
- Work towards becoming the Island's employer of choice

### What will you do?

This role is responsible for delivering high-quality administrative and coordination support to the HR Advisory team, under the direction of the Head of Case Management. The postholder will play a key role in ensuring HR casework is effectively tracked, progressed and recorded in a consistent and timely manner, supporting the efficient and compliant operation of the OHR Advisory service.

Working at the centre of casework activity, you will support the co-ordination of workflows, management of documentation and support the smooth running of case processes. You will also contribute to the production of management information, enabling effective oversight of performance, quality and timeliness.

### What does that involve?

#### Casework Management Support

- Maintain and regularly update casework trackers and logs, ensuring accurate recording of case status, key milestones, actions and outcomes
- Monitor casework enquiry routes, triaging, prioritising and responding to queries in line with agreed service standards
- Review and manage Solutions Hub tickets, providing responses within scope or escalating appropriately to HR Advisers to ensure timely resolution
- Coordinate all case-related meetings (e.g. hearings,) including scheduling, preparing agendas and collating relevant documentation

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- Prepare, format and quality assure casework documentation, correspondence and reports using approved templates, ensuring accuracy and professionalism
  - Ensure secure handling, storage and version control of sensitive casework information in line with GDPR requirements
  - Generate People and Structure reports to support HR Advisers and the Head of Case Management to support casework and workforce insight
  - Support the preparation of documentation bundles for formal proceedings, including Employment and Equality Tribunals and hearings, ensuring completeness and accuracy
  - Act as a first point of contact for enquiries to the Head of Case Management, providing timely and professional responses and escalating where necessary
  - Distribute management information (e.g. absence reports) to relevant stakeholders across the Public Service.
- Assist in the development and maintenance of standard operating procedures, guidance notes and templates to support consistency across HR casework
- Build effective working relationships with HR colleagues, managers and key stakeholders to support the smooth progression of casework
  - Contribute to wider HR administrative support as required, including project work, policy implementation and service improvement initiatives

### **Other Duties**

- Undertaking any wider duty as directed by the Head of Case Management (or nominated manager) up to the delivery/competency of an Administrative Officer.

The post holder will not have any budgetary responsibilities unless delegated. Where required, they may support basic administrative processes (e.g. maintaining simple logs and reconciling information) in accordance with local procedures.

### **Reporting Framework**

The Casework Support Officer (Casework Management), as a member of the IOM Civil Service, reports to the Head of Case Management (or nominated manager).

The Head of Case Management (or nominated manager) is responsible as 'Reporting Officer' for the implementation of, and compliance with, the relevant IOM Civil Service Performance & Development Review Scheme and Personal Development Plan, as it applies to the post on an annual basis.

### **Integrity**

As an appointee of the Office of Human Resources, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all OHR business and to uphold such confidences.

### **Health and Safety**

The post holder will be responsible for their own health and safety and the impact of their advice and actions on others and will seek guidance as appropriate. The job holder will be responsible for identifying any possible risks to a responsible manager, Safety Adviser and/or the Health and Safety Review Group as appropriate.

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## General Scope

This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements.

## What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
<b>Credibility</b>		
Experience of administrative work, maintaining accurate records and managing competing priorities	Desirable	CV/Interview
Experience of handling sensitive/confidential information appropriately	Desirable	CV/Interview
Experience of supporting a professional team with casework coordination, scheduling and document preparation	Desirable	CV/Interview
<b>Character</b>		
Self-motivated and organised	Essential	Interview
Assertive and resilient	Essential	Interview
Confident, calm and controlled even under pressure	Essential	Interview
Proactive with a results driven approach and attitude	Essential	CV/Interview
Ability to build and maintain effective working relationships	Essential	CV/Interview
Inquisitive and enquiring in their approach to work whilst balancing the need to maintain confidentiality and resolve issues/problems	Essential	CV/Interview
<b>Capability</b>		
Proficient in the use of IT packages including Microsoft Office packages, in particular Word, Excel and PowerPoint and Co-Pilot	Essential	CV/Interview
Ability to produce accurate written material and maintain professional communications (e.g. meeting packs, action notes, emails)	Essential	CV/Interview
Organised and able to manage a range of competing demands and work	Essential	CV/Interview

Ability to work to a high degree of accuracy, with attention to detail	<b>Essential</b>	CV/Interview
Ability to act as a team member and on own initiative with minimum supervision	<b>Essential</b>	CV/Interview
<b>Other requirements</b>		
Flexibility and willingness to work between different locations	<b>Desirable</b>	Interview
Isle of Man Worker	<b>Desirable</b>	Application

## People Qualities – Level 2

The Isle of Man Government People Qualities have been designed as a framework to support positive personal development for every individual within the organisation.