

Caseworker

Job details	
Directorate:	Membership and External Affairs
Department:	Commercial and Partnerships
Team:	Accreditations
Grade:	Career Professional A
Reports to:	Accreditations Manager
Line management responsibilities:	No
Location:	London

Role overview

Effectively and efficiently support the operational delivery of the Accreditation services and products. Effectively process and assess applications in line with commercial targets, acting as the first point of contact to members in the application process and providing excellent customer service.

Core duties of the role:

The post holder will:

- Process and assess applications received for the Accreditation products within agreed service level agreements using the CRM system.
- Assess and evaluate supporting documents to assess the eligibility and suitability of applications.
- Undertake essential day to day tasks in order to process and assess the applications such as (but not limited to) reviewing complaints and regulatory information, and professional development records.

- Provide general administrative support as and when required on Accreditation examinations, assessments and services.
- Provide a proactive and reliable service to all member enquiries, delivering an excellent customer service in all aspects of work.
- Successfully manage the inboxes by ensuring responses are provided promptly and to a high standard.
- Responsible for preparing draft decisions in relation to the outcome of an assessment.
- Process refund requests, raise invoices and liaise with the relevant Finance team to manage member queries and support on invoicing queries.
- Proactively contribute towards a high performing, respectful and welcoming working culture
- Support continuous improvement to ensure the quality of work, proactively develop specialist knowledge in the relevant Accreditation workstream, and dependent on capacity, assist with ad hoc project tasks to support development of knowledge and skills.

Commented [UY1]: What kind of support?

Commented [EO2R1]: Administrative tasks (for example filling trackers) relating to examinations and potentially the Tier 5 new service. For assessments it would be providing cover for Myself/Precious

Skills and attributes:

Criteria (knowledge, skills and attributes)	Assessment stage
Demonstrable experience of providing reliable and accurate administrative support	Application Form
Evidence of delivering high quality customer service to a broad range of customer needs and queries	Application Form
Able to work successfully and manage multiple workloads on time, to a high standard	Interview
A proactive approach to organising and prioritising own workload	Interview
A confident user of CRM to record information accurately	Application Form
Proficient use of Microsoft Office applications, including but not limited to Excel and Word	Application Form
A clear, tactful and diplomatic communicator, both written and oral	Interview

Excellent attention to detail and effective time management to meet the deadlines	Interview
A proactive and constructive approach to resolving workplace challenges	Interview
An understanding of and commitment to contributing to a culture of diversity, welcome, inclusion and belonging	Interview
A flexible and positive approach to work	Interview

Organisational chart

