

## JOB DESCRIPTION

<b>Job title:</b>	<b>Casework Officer</b>
<b>Grade:</b>	2
<b>Reporting to:</b>	Casework Manager
<b>Staff managed:</b>	None
<b>Finance managed:</b>	None

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### Job Purpose

To progress casework arising from passengers' appeals following dissatisfaction with the transport operator's customer complaint response, to achieve the best outcome for the appellant.

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### Key Tasks and Responsibilities

1. Log enquiries from appellants onto the complaints database, and acknowledge receipt.
  2. Undertake initial enquiries to verify that the complaint is within the remit of London TravelWatch, and re-direct it if not.
  3. Investigate the complaints appeals to establish the facts and the history, and determine the outcomes achievable in the particular case.
  4. Analyse the critical issues to determine the action needed to pursue the case.
  5. Take the action needed to resolve the case and get the best outcome for the appellant, acting as the passenger's advocate with transport operating companies, and maintaining accurate records of transactions to provide an audit trail.
  6. Consult colleagues in the Investigation Team about unusual aspects of casework, or those likely to create precedent or raise policy issues, to obtain their expert input on the specific case, and keep them abreast of developing issues and trends in complaints.
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### Job Objectives

To be agreed annually, clarifying the emphasis to be placed on specific areas of job responsibility.

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## Skills and Competencies

Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of consumer issues, complaints handling, and who is responsible for what within different parts of the transport industry in London</li> <li>• Knowledge of passengers' rights and responsibilities, and an understanding of what constitutes good customer service</li> <li>• Knowledge of transport issues and developments within the industry</li> </ul>
Analytical skills	<ul style="list-style-type: none"> <li>• Working out the key issues in cases</li> <li>• Establishing costs and benefits of different actions</li> <li>• Prioritising your own work</li> <li>• Problem solving and working out ways of dealing with situations</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Listening effectively and analysing correspondence to get to the heart of the issue</li> <li>• Setting out ideas and arguments in clear, concise ways appropriate to the audience both in writing or orally</li> </ul>
Influencing skills	<ul style="list-style-type: none"> <li>• Putting a case persuasively</li> <li>• Negotiating with transport operators, challenging and changing their attitudes</li> <li>• Winning concessions for the appellant</li> </ul>
Relationship building	<ul style="list-style-type: none"> <li>• Knowing who does what and who knows what, in other transport organisations, and building good relationships with those who can affect the way complaints are dealt with</li> <li>• Maintaining effective working relationships with colleagues in London TravelWatch and stakeholder organisations</li> </ul>
Initiative	<ul style="list-style-type: none"> <li>• Operating autonomously and having a sense of what really should be viewed or handled by more senior or more specialist London TravelWatch staff</li> <li>• Taking cases forward without having to check basics with the manager</li> </ul>
Team work	<ul style="list-style-type: none"> <li>• Collaborating with colleagues</li> </ul>
Managing pressure	<ul style="list-style-type: none"> <li>• Working to target deadlines (average of 30-38 appeals cases at a time to agreed performance standards) and coping well under pressure of time and multi-tasking</li> <li>• Keeping patient and professional when people are disappointed and angry with what they see as lack of action or support for their case</li> </ul>