

JOB DESCRIPTION

Job title:	Caseworker
Grade:	2
Reporting to:	Head of Casework
Staff managed:	None
Finance managed:	None

Job Purpose

To progress London TravelWatch and Transport Focus casework arising from passengers' appeals following dissatisfaction with the operator's customer complaint response, to achieve the best possible outcome for the appellant. To raise any issues arising from passenger contacts with the Head of Casework.

Key Tasks and Responsibilities

1. Undertake initial enquiries from the outsourced contractor to verify that the complaint is in scope for London TravelWatch, and re-direct it if not.
2. Assist the outsource contractor with information and case handling enquires
3. Investigate the complaints appeals from TfL users, UK rail passengers and Eurostar international passengers to establish the facts and 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. Respond to appellants and maintain accurate records of transactions to provide an audit trail.
6. Consult the Head of Casework 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.

Job Objectives

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

Skills and Competencies

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