

Job Description – Suffolk Federation - Case Handler

PRIMARY FUNCTION

The post holder will report to the Branch Secretary. They will deal directly with members, work-based representatives and other representing the Constabulary. To manage the administration and case work in respect of Conduct and Performance, Sickness Management and Ill Health Retirement. They will provide pro-active and comprehensive administration support to ensure all matters are dealt with professionally, discreetly and confidentially.

RESPONSIBILITIES AND DUTIES

- To manage the day to day administration of cases in respect to the role profile and ensure its efficiency and effectiveness
- Prepare draft reports and responses to assist the Chair and Branch Secretary in the cases they are managing
- To support members and workplace representatives in the administration of their cases or claims
- Maintain meticulous records and strict confidentiality of medical and sensitive personal information is filed correctly in line with data protection and GDPR
- The administration of members claims in respect of injury, accident and death.
- Act as a point of contact for the office in respect of Officer sickness management and provide the Branch Secretary and Equality Lead Officer with month report and specific case updates where required
- Act as a point of contact for members and work-place reps in respect of Ill Health Retirements and Injury on duty award applications. Providing technical advice and administrative support throughout the process from start to Police Medical Appeal Board, as required.
- Assisting the Treasurer with the administration of the Trust Deeds.
- Provide signposting advice to members in respect of D.W.P. benefits such as industrial injury awards, Employment Support Allowance and personal independence payments and C.I.C.A claims.
- Any other relevant duties as directed by the Branch Secretary or Chairperson

Additional job requirement

- The Post holder is required to undertake training in new methods and procedures and to optimise skills and knowledge via the training and development provided.

Key Skills

- Thorough understanding and knowledge of police regulations, pension regulations, IOD regulations and DWP benefit entitlement – Or ability to learn

- Thorough understanding and knowledge of Federation business. – Or ability to learn
- Excellent Customer Service manner with a strong focus on stakeholder satisfaction
- Sufficiently computer literate to enable standard data input and retrieval
- Experience of working under pressure to tight deadlines
- An ability to demonstrate accuracy with significant attention to detail
- Excellent report writing skills
- Good interpersonal skills and communication skills
- An effective telephone manner with proven ability to record accurate messages
- The ability to work on their own initiative
- Organisational skills and the ability to prioritise work as demands change
- Demonstrate a desire as well as ability to cascade knowledge and skills to colleagues
- Be prepared to embrace continuous professional development in any area as directed by the Branch Secretary

It is desirable that the post holders also has the following: -

- Proven experience working in a Policing environment
- Proven experience with a member's service organisation
- Awareness and understanding of employee relations issues relevant to health, wellness, workplace injuries, equality and disability management.