

Job Title: Case Manager (Public Sector)
Salary: Competitive + bonus scheme
(Negotiable dependent on experience)
Department: Public Sector Department
Contract: 1 year fixed term (with possibility to extend)
Hours: Full-time
Reporting to: Public Sector Manager
Location: Shoreditch Office and remote working

Job Description and Person Specification

Job purpose

The purpose of the role is to manage and research cases referred by line managers and senior management, in a timely and professional manner and assist with development of researchers and interns as necessary.

Duties and responsibilities

- Be as helpful as possible when dealing with phone calls or other matters for colleagues in their absence.
- To research and report own cases, as referred to you by a line manager or a Director.
- To effectively manage own caseload and achieve targets set by line manager, management or a Director.
- To report a minimum of 5 cases a month.
- To report on cases to a professional standard as quickly as possible.
- To review such cases with line manager in accordance with company rules.
- To effectively delegate work, as appropriate, to interns and researchers.
- After a period of training, Case Managers should provide post report support to solicitors, including:
 - Checking and submitting distribution schedules.
 - Handling AVIVA insurance policies.
 - Preparing and sending invoices.
 - Liaising with other departments with regards to MAS, MWS and Bankruptcy searches.
- Maintain files in an orderly manner and file correctly in relevant cabinets.
- Ensure that your workstation is kept clean and tidy.
- To undertake training and development as specified by line manager, management or a Director.
- Assist with training and development of research/support staff as requested by line manager, management or a Director.
- Undertake any additional duties appropriate to the post as requested by line manager, management or a Director.
- To observe the companies conduct code, rules and regulations at all times.

- To attend corporate functions as directed by line manager, management or a Director.
- Attend internal or other meetings or events as requested.
- Attend appropriate training sessions as directed by line manager, management or a Director.
- Interview, when requested beneficiaries or their representatives should they be invited to, or turn up at Finders' offices.

Skill, Knowledge, Education & Experience

Essential

- Educated to a degree level or equivalent
- Research Skills
- Understanding of England and Wales Intestacy rules
- Excellent communication and interpersonal skills
- Methodical approach
- Problem solving skills
- Good administrative skills
- Ability to cope under pressure
- Attention to detail
- Reliable, flexible and adaptable
- Ability to work on own initiative and organise own workload
- Contribute to the effectiveness of the team and company
- Autonomous working
- Ability and experience in liaising with clients, solicitors and members of the public in a courteous manner

Desirable

- Knowledge and experience of working with Public Sector clients

Pay and Benefits

Salary

Finders offer a competitive salary, which is negotiable dependent on experience. A bonus structure is also available for this role.

Type of Contract

This appointment is offered on a 1 year fixed term basis, with the possibility of extension beyond this.

Working Hours

The working hours for this post are 40 hours per week worked over 5 days per week, Monday to Friday. The Public Sector Team operate from 9 am to 5 pm Monday to Friday, with an hour paid lunch break.

Place of Work

This role is based in our Shoreditch office with the option to work from home up to 4 days a week after a period of training.

Pension Benefits

Finders International operates a Workplace auto-enrolment Pension Scheme which you will be opted into after 3 months of employment. You will have the opportunity to opt-out of the Scheme should you wish to.

Annual Leave

Annual leave is 25 working days per annum rising to 28 working days per annum after successful completion of the probationary period.

Other Benefits

Birthday Leave, Wellbeing Leave, Access to 24/7 Employee Assistance Program (EAP), Bi-annual company-wide social events, quarterly team socials, Charity Support – the opportunity to get involved with the charities we support and fundraising initiatives.

Safer Recruitment

All positions at Finders International are offered subject to the following conditions:

- Receipt of satisfactory references.
- Proof that you are legally entitled to work in the UK