



Role profile

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| Job title | Case Manager | |
| Role family | Management responsibility: | |
| Professional Conduct | Does this role have management responsibility for others? (delete as appropriate) No | Manager/Specialist |
| Overall purpose of role | | |
| To provide a responsive, professional interface with members and the public to ensure that all complaint and regulatory casework is performed to the highest professional standards which inspires members' and the public's confidence in ICAEW and the accountancy profession. | | |
| Main responsibilities of role | | |
| <ul style="list-style-type: none"> • . Manage to resolution a portfolio of casework and where appropriate find pragmatic solutions to problems. • Manage volume and timeliness of reporting and ensure high standards of reporting are maintained to provide internal/external stakeholders (eg committees, members, the public, other regulators) with an accurate and balanced view of the outcomes. • Answer correspondence and telephone enquiries in a timely manner and provide information to firms and members within area of technical knowledge. • Develop, implement and maintain effective systems and procedures to support casework including providing regular updates and feedback on own casework to senior managers. • Where appropriate, facilitate, and prepare work for consideration by Committees and assist the Committees secretary to support and monitor the work of the of the Committees to ensure effective discharge of their responsibilities. • Provide assistance and advice in area of specialist knowledge to colleagues across ICAEW. • Specific duties will vary from time to time in line with the business needs. | | |

ICAEW values – all staff are expected to work to these values

The 3 i's – Initiative Insight and Integrity

The 3 i's are the values that drive our attitude and approach to working at ICAEW, along with our ways of working being agile, collaborative and innovative.

Initiative

- Actively collaborating to identify needs and look for innovative solutions.
- Bring together different groups and communities to work together.
- Empowering people to be agile, so they can take ownership and harness the collective efforts of ICAEW in a flexible and responsive way.

Insight

- Actively gathering insights to develop innovative and considered thought.
- Collaborating with our networks to voice different perspectives and insights internally and externally to stimulate discussion and debate.
- Being agile in finding new and timely ways to provide understanding and insight to our members, organisations and government

Integrity

- Acting with transparency, consistency and openness as Integrity underpins all activity we undertake.
- Standing by your principles to adhere to the highest professional standards even when facing adversity.
- Doing the right thing, even when no one is looking.

Candidate profile

Please list any technical (non-behavioural) competencies which apply to the role.
NB to be compliant with age discrimination legislation please avoid referring to years of experience.

- A good grasp of all relevant legislation in area of expertise.
- Sound knowledge of the ICAEW's Bye-Laws, regulations and ethical guidance.
- Computer literate with a good working knowledge of Word and Excel.
- Professional qualification (or equivalent) and experience of work conducted by Institute members/firms.