

JOB DESCRIPTION

Job Title: Social Work Service User Co-ordinator (People with Lived Experience)

Grade: SG4

Department: Human Sciences

Responsible to: Academic Portfolio Lead (Social Work)

Responsible for: None

Key Contacts: school management team and other colleagues

Standard Occupational Classification (SoC code): N/A

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

The School of Human Sciences is looking to recruit a part-time Service User Co-ordinator. In this post you will be expected to have excellent administration and communication skills. The role consists of working closely with the academic staff in the Social Work team and with members of the public who have lived experience of the social work system in the UK.

KEY ACCOUNTABILITIES

Team Specific:

- Work effectively as a member of the social work team in the School of Human Sciences to provide support to key activities under the supervision of the school management team particularly the Academic Portfolio Lead (social work)
- Establish and maintain good working relationships in contributing to the delivery of social work programmes.
- Maintain good working relationships with people with lived experience who contribute to the delivery of social work programmes and chair regular meetings with the group during the academic year.

Generic:

- Contribute to school plans, activities, and efficient working practices

- Contribute to the continuous improvement of all processes and procedures, actively seeking ways to improve efficiency and effectiveness of working practices.
- Support school, faculty and university wide activities such as graduation ceremonies and open days

Managing Self:

- Responsible for maintaining own continuous development
- Respond to queries or requests in a timely manner

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the social work team delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effective administrative support
- Timely production and delivery of work
- Contribution to team ethos and effectiveness
- Enquiries responded to in a timely manner. (Measured by feedback from colleagues, students, people with lived experience and key stakeholders' both internally and externally).

KEY RELATIONSHIPS (Internal & External):

- People with lived experience group in social work, social work team, school management team and other colleagues, including other administrative and support staff, academics, researchers and external partners and students.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Administrative and secretarial experience
- Working in a busy office environment

Desirable Criteria

- Working in an education or social work environment or similar
- Working with members of the public who may require additional support
- Working in a complex, fast paced, environment.
- Health and Social care experience

SKILLS:

Essential Criteria

- Excellent communication skills
- Good working knowledge of Microsoft office
- Good level of proficiency in written and oral English
- Ability to organise your own work and prioritise workload with minimal supervision
- Ability to work accurately
- Ability to work well in a team
- Good interpersonal skills
- Chairing and minuting meetings

Desirable Criteria

- Negotiation and consensus building

QUALIFICATIONS:

Essential Criteria

- Educated to GCSE level (or equivalent) with A-C grades in English and Maths

Desirable Criteria

- A level (or equivalent) level 3 qualification

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- Ability to deal with competing demands