



Service Co-ordinator – Women’s Turnaround

MAIN PURPOSE

To support Team leader / Service Manager and teams with a range of administrative activity ensure the effective co-ordination and delivery of high-quality support to service users.

SCOPE OF JOB AND FOCUS OF ROLE

- Service Delivery -80%
- People Management/Relationships-10%
- Finance and Resources – 10%

TERMS & CONDITIONS

Contract Type

This is a Fixed Term contract until 31st March 2025

Salary

£23,569 per annum pro rata. This salary is equivalent to PSS Fixed point 26.

Hours

18.5 hours per week

Location

46 – 54 Water Street, Rhyl, Denbighshire, LL18 1SS.

Annual Leave

23 days per year pro rata. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

Pensions

PSS operates an Occupational Pension Scheme with The People’s Pension.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.

KEY RESPONSIBILITIES

Service Delivery

- To gather and process data to provide service specific activity reports to support meet the monitoring requirements of funders and to evidence service outputs/outcomes
- Support referral processes in accordance with the needs of the service
- Act as a first point of contact for service users, and professionals as required in the service, answering phone calls, responding to enquiries
- To coordinate activity in line with the needs of the service e.g. group work, meetings with external partners, events
- To support the production and dissemination of service-specific information to service users, and external stakeholders
- To build and maintain positive, effective professional working relationships with internal and external customers and other stakeholders in accordance with the needs of the service
- To work with the management team and teams to recommend and implement changes to work flows and procedures to improve service efficiency and increase productivity
- To carry out a range of tasks to ensure the effective and safe running of office/service premises
- Provide full systems support to the service (in line with its specific requirements)to ensure effective record keeping and compliance with all regulatory requirements and internal/external quality standards

ADDITIONAL DUTIES

1. To actively participate in developing directorate, team and individual objectives and plans, attend staff performance management and learning and development reviews.
2. The post holder is expected to be flexible in the performance of duties and to undertake any other duties identified as appropriate to the post.
3. All jobs are subject to change from time to time and this job description will be reviewed regularly.
4. All employees are required to implement and follow PSS policies and procedures and to undergo any training associated with them.

JOB DESCRIPTION

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

Person Specification: Service Co-ordinator

Requirement		Assess from:
	E= Essential D= Desirable	A= application I = interview R= references E= exercise/ practical
Attitude		
Commitment to, and demonstration of, organisational behaviours and values	E	I
Self-starter able to work on own and collaboratively as part of a team	E	A,I,R
Excellent teamworker and flexible approach with the belief that nothing is too much trouble, to support business needs	E	I,R
A passion for customer service, with commitment to equality and diversity	E	A,I
Strives for continuous improvement and development of self, professional knowledge and service delivery	E	I,R,E
Skills		
Demonstrates excellent oral and written communication skills including the ability to use computer technology.	E	A,I,E
Advanced organisational skills and attention to detail	E	A,I,R
Ability to collate and analyse data, producing accurate reports	E	A,I
Demonstrates the ability to prioritise tasks and meet deadlines	E	A,I,E
Welsh speaking	D	A,I,E
Experience		
Experience of supporting customers and responding to enquiries	E	A,I,R
Maintaining physical and electronic records and producing reports including managing sensitive and important data	E	A,I,R
Utilising a wide range of MS Office applications including Word, Access, Excel and Outlook	E	A,I,R
Knowledge		
In-depth knowledge of MS Office Applications	E	A,I,E
Comprehensive knowledge of office administration including: <ul style="list-style-type: none"> • File and record maintenance • Development and implementation of information and other knowledge management systems • Supporting events/meetings 	E	A,I
Qualifications and/or Training		
Level 3 Diploma in Business Admin or comparable	D	A
ECDL	D	A