

## Role profile – Job Title

- **Location:** Number One Riverside, Smith Street, Rochdale OL16 1XU
- **Salary:** Grade 5 £28,598 to £31,022
- **Hours:** Full time, 37 hours
- **Annual Leave:** minimum 25 days holiday increasing with service
- **Benefits:**
  - Parking permit available
  - Flexible working hours
  - Discounted Gym membership
  - Staff Groups, including Gardening, Menopause Café & Crafting
  - Workplace Wellbeing initiatives
  - Lifestyle savings platform (Vivup)

## Succeed at Rochdale

- **Support to thrive and develop your career**
- **Progression opportunities**
- **Culture of learning & development**
- **Ambitious plans for the future**
- **Wellbeing support**
- **Best Corporate Workplace in the UK**
- **Located at the Heart of Riverside surrounded by shops, cafes, bars & leisure facilities**
- **Fabulous public transport links**

## Overview - duties

- To develop and maintain professional relationships with people we support, their families/representatives and social care practitioners; to gain maximum levels of choice, control and flexibility when planning a service users care and support.
- To maintain an up-to-date working knowledge of legislation, policies and procedures relevant to your role and the work of the team.
- To organise and prioritise own workload, including case management, to ensure that deadlines are achieved and core services delivered and maintained.
- To contribute new ideas to continually improve services and support changes to working practices so the team has effective and efficient administrative systems in place.
- To assist in projects or service developments bringing expertise and commitment to achieve targets, as required.

## Purpose - objectives

- Provide efficient and effective, customer focussed, financial and other business support and advice to colleagues, service users and other stakeholders in line with legislation and agreed policies and procedures.
- Manage an active caseload of service users following their professional social care assessments to ensure their care and support services are organised and in place in a responsive and timely manner.
- Be a champion and act as a subject expert relating to your specialist areas by providing information, advice and support to stakeholders as required.

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## Person specification

## Assessed via Application Form/CV upload

### Skills, Experience & Knowledge

Ability to develop strong relationships and work with different stakeholders at different levels e.g. service users, families/representatives, professionals, providing support and guidance to others.

Demonstrate an ability to work flexibly and methodically problem solve and respond to issues

Please confirm that you have GCSE Maths and English Language (grade A-C/4-9) or equivalent and are able to provide certificates to confirm this OR that you are willing to undertake a test to demonstrate your skills in this area.

Good understanding and evidence of your ability to use information technology and demonstrate that you have advanced computer literacy skills

Details of your experience of working in an evolving/changing environment demonstrating flexibility of approach and attitude.

Demonstrate that you have excellent communication skills both written and verbal and your ability to present information effectively to service users and colleagues at all levels of the organisation.

### Value

Approach the role at all times using the values set out below: · Proud · Passionate · Pioneering and Open

#### (Guidance)

Grade 1 – 4 (max 5 points)

Grade 5 – 7 (max 7 points).

Grade 8 – 10 (max 10 points)

Grade 10+ maximum 12 points

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## Person specification



The remainder of the person specification will be assessed at stage 2 of the recruitment process

### Skills and experience

### How assessed (A, I, P Assessment, Interview, Presentation)

1. Ability to develop strong relationships and work with different stakeholders at different levels e.g. service users, families/representatives, professionals, providing support and guidance to others.
2. Please confirm that you have GCSE Maths and English Language (grade A-C/4-9) or equivalent and are able to provide certificates to confirm this OR that you are willing to undertake a test to demonstrate your skills in this area.
3. Demonstrate your experience of providing effective and responsive customer focussed services?
4. Details of your experience of working in an evolving/changing environment demonstrating flexibility of approach and attitude.
5. Demonstrate your experience of being able to work as part of a team but also on your own with minimal direction and using initiative.

I

I/A

I/A

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### Knowledge

### How assessed (A, I, P Assessment, Interview, Presentation)

8. Good understanding and evidence of your ability to use information technology and demonstrate that you have advanced computer literacy skills
9. Demonstrate your ability to work with service users and help them achieve their outcomes
10. Demonstrate your time management skills and your ability to prioritise own workload effectively
11. Demonstrate an ability to work flexibly and methodically problem solve and respond to issues
12. Demonstrate that you have excellent communication skills both written and verbal and your ability to present information effectively to service users and colleagues at all levels of the organisation.

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