

<b>Post title</b>	Public Involvement in Professional Education (PIPE) Advisor and Administrator
<b>Grade</b>	E
<b>Faculty/Service</b>	Health and Applied Sciences
<b>Accountable to</b>	Student Administration Manager
<b>Accountable for</b>	n/a
<b>Post no</b>	

<b>Job purpose:</b>	To act as a central point of communication to service users and carers, acting in an advisory capacity as appropriate. Also to provide and co-ordinate the administration required to support the PIPE initiative across the Faculty of Health and Applied Sciences (HAS)
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#### **Duties and responsibilities**

- 1 To provide advice and support to academic, administrative and various groups relating to PIPE, e.g. Hub Group (Social Work service User and Carer), School Service User and Carer Involvement Group (PIPE Group) and Faculty Service User and Carer Involvement in Research Steering Group, verbally and in writing interpreting existing policies, regulations and guidance as necessary.
- 2 To act as a senior member of the team, supporting the team to meeting its objectives and timescales and supporting the induction and training of staff in the team.
- 3 To provide and co-ordinate the administration required to support the PIPE initiative in HAS and to organise, facilitate and service various meetings related to PIPE. To contribute to these meetings as required.
- 4 To manage small scale process improvement projects, to create, develop and maintain manual and computerised record keeping systems, reviewing processes from end to end and developing and implementing change plans.
- 5 To contribute to the process of curriculum development. To organise service and carer involvement in; teaching, assessment, interview planning, research projects and other identified research projects.
- 6 To arrange finance related functions and process relevant financial documentation e.g. orders, invoices etc. liaising with academic staff in relation to budgets as appropriate.
- 7 To analyse, manipulate and interpret data, to produce detailed reports.
- 8 To make accurate and effective use of computerised office systems and to create and revise documents, and reports and communicate changes with colleagues and customers; e.g. PIPE newsletter, PIPE website.
- 9 To receive issues and resolve problems following existing policies, regulations and

<b>Person specification</b>	
<b>Leadership and motivation</b>	Able to support, guide and encourage others in the team to achieve individual and team objectives. Demonstrates respect for others, fairness, equality, tolerance and openness.
<b>Planning &amp; organising to achieve results</b>	Is able to prioritise own workload to achieve required goals and supports team members to manage tasks efficiently and effectively.
<b>Commercial awareness</b>	Demonstrates an awareness of the commercial and financial environment and how they can contribute to achieving University goals. Strives to improve efficiency and reduce waste.
<b>Delivering excellent service</b>	Recognises the importance of maintaining the highest standards of service for all the University's customers.
<b>Continuous improvement, innovation and change</b>	Seeks to innovate and change in order to enhance personal achievement and service provision.
<b>Communicating and influencing</b>	Communicates in a constructive and positive manner. Supports other team members to develop or enhance their skills.
<b>The ability to develop yourself and others</b>	Seeks opportunities to enhance personal learning and development. Demonstrates the ability to support and coach others.
<b>Teamwork and collaboration</b>	Is able to work collaboratively with team members and to contribute to the development and achievement of team goals.
<b>Skills/Experience</b>	Experience of dealing sensitively with personal issues Has had broad based administrative experience in a complex organisation. Experience of taking minutes at meetings and working with confidential information. Excellent IT skills with experience of email, MS Office Word, PowerPoint, Excel to intermediate level able to work with complex data base systems with experience of extracting, and manipulating data to produce reports.
<b>Qualifications</b>	General education to degree level or can demonstrate equivalent experience; evidence of CPD.

Role codes – A0018 A0019 A0023 A0024 A0054 A0060 A0081

#### **Special conditions**

Will be required to work evenings and weekends, from time to time throughout the year, with reasonable notice.