

## Job Profile

**Job Title:** Service Coordinator – Care Experienced young people service  
**Job Grade:** Level 2, Zone 2  
**Salary Range:** £32,228 - £34,565

### About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we are not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

As a Service Coordinator, you will be responsible for providing a high level of support across the Care Experienced young people service, undertaking a wide range of activities, adapting to the needs of the service

### About the role

The purpose of the Service Coordinator is to support and enable services to deliver for the people of Camden in an efficient and effective way.

We have recently changed the way that we work, so that we are more responsive to the needs of our customers and provide support that adds most value. To help us deliver this, we require skilled Service Coordinators, to join our service to provide professional, proactive, flexible and customer focussed support service to the organisation

You will ensure the professional delivery of established processes to support the organisation. Working closely with colleagues, you will work together to identify areas for improvement, ensuring that support remains appropriate for all service users. As a forward-thinking Council, we expect staff to embrace new technology to support service users, ensuring that the level of support offered is flexible and in line with Camden's ways of working

Ultimately, the role of a Service Coordinator enables services to meet their strategic objectives which enables the smooth running of functions that deliver for our citizens. This role will focus on the delivery of one of our current priority areas by ensuring that we support services in enabling colleagues across the council to have the tools that they need to deliver their roles effectively.

### Example outcomes or objectives that this role will deliver:

- To provide flexible team support, working on a range of business support and administrative activity that adds value and supports the team to support young people when they are moving to new accommodation with travel and removal arrangements, SUHA ordering goods
- To provide support to the Service Manager and Head of Service with Outlook management, scheduling and convening meetings.
- To provide support with recruitment, interviewing and onboarding new staff

- To be proactive and flexible, able to work on own initiative and take responsibility for aspects of short- and long-term project work as well as day to day support functions. Project to develop new ways of interacting with young people using other technology, Sending Whatsapp messages about service offer and managing data base of contact details for young people.
- Checking payment set ups are ended for accommodations when young people claim benefits
- Requesting monthly rent statements and disseminating to the Personal Advisors
- Sending out Staying in Touch letters to Care Experienced young people
- Education, OC3 data review / reminders and tracking PEP's data and reminders
- Record minutes and notes in routine and sensitive meetings in accordance with statutory and local guidance, ensuring that data is handled confidentially.
- To signpost and provide advice to colleagues within the team and wider council, maintaining high levels of customer service and professionalism. Be approachable, courteous, friendly, and helpful in the delivery of support requests.
- Good knowledge of IT systems and understanding of diary management in Outlook, Word, Excel, PowerPoint. Knowledge/experience of working with other data systems.
- Provide support to colleagues across Camden and in the Care Experienced Service, raising and receipting of purchase orders and supporting the processing of payments. Weekly subsistence payments and other payments as required
- Ensure the professional delivery of activity related to established business processes such as system and database management that effectively supports the work of the organisation.
- Provide support in the scanning of documentation for archive and support the retrieval of associated documentation.
- Work with colleagues and managers in identifying inefficiencies and areas for improvement and use innovative and imaginative thinking, including new technology, to develop solutions to these.
- Work methodically to prioritise work and adapt as necessary to meet deadlines.
- Plan, book and support a range of key meetings for the service including meetings with external partners.
- Maintain records of key activity such as data on the number of young people receiving own tenancy and setting up home allowance and care planning meetings.
- To take responsibility for own performance and development to establish goals, commitments and strategies for improved productivity and accomplishment.
- To provide direct support to the teams, Service Manager and Head of Service with a range of administrative task

### **About you**

- Experience of having worked in a fast paced, citizen-focused environment.
- Excellent customer service skills and ability to communicate with a wide range of internal colleagues and external business visitors, always maintaining diplomatically and confidentially.
- Excellent telephone skills and ability to offer advice, signpost and deescalate service users who may be going through a difficult situation
- Experience of working in a children and young people's service
- Awareness of key guidance and legislation relating to children and young people
- Significant experience of effectively using software packages, systems, and databases to input and extract data.
- Experience of accurately taking minutes in a citizen-focused environment (for example safeguarding minute taking experience)

- Ability to work with minimum supervision, using problem-solving skills and initiative to provide customer focused support.
- Ability to use initiative to make accurate and considered judgements.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales, and deadlines of others
- Excellent knowledge and application of IT systems and software packages.
- Strong communication skills – both verbally and in writing
- Ability to identify improvements to processes and systems and to share the recommendations more widely.
- Excellent levels of literacy and numeracy with good analytical skills.
- Knowledge and experience of office administrative systems and practice.
- Experience in the use of efficient systems of administration including financial and statistical databases.
- Experience of liaising with a range of colleagues from different organisations.

**Work Environment:**

The post-holder will be required to work in line with Camden’s agile working framework including flexible and remote working patterns as required by the service.

**People Management Responsibilities:**

This role has no formal line management responsibilities.

**Relationships.**

- This post will report into the Service Manager for the Care Leavers Service.
- Some matters are likely to be contentious, confidential, or complex requiring support, tact, persuasion and sensitivity, and outcomes will impact on citizens or organisations. The postholder will need to be resilient and able to manage difficult conversations on a sensitive and supportive way.

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we’ll redefine what a career can be.

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn’t.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,