

Job Description & Person Specification

Last updated: September 2015

JOB DESCRIPTION

Post title:	Specialist Practitioner		
Academic Unit/Service:	Student Services		
Faculty:	n/a		
Career pathway:	MSA	Level:	4
*ERE category:	n/a		
Posts responsible to:	Service Delivery Manager (5)		
Posts responsible for:	n/a		
Post base:	Office-based (see job hazard analysis)		

Job purpose

- To deliver specialist work sessions for students (and other clients as appropriate) within specific professional accredited guidelines and University policy
- To utilise a full understanding of a specialist field in contributing to the work activities of the Department and the University

Key accountabilities/primary responsibilities	% Time
1. Deliver specialist sessions to clients in line with accredited standards, Codes of Practice, guidelines and internal policy and procedures	20 %
2. Conduct assessments and make recommendations for action	15 %
3. Provide expert advice and guidance to customer/client services teams	10 %
4. Manage relationships with key University personnel and other stakeholders to better support individual students and groups of students	10 %
5. Provide specialist input into student case conferences and moderation panels	5 %
6. Responsible for conducting specialist research to support the provision of specialist/professional advice and to inform management decisions	5 %
7. Contribute to University wide projects using specialist knowledge	5 %

Key accountabilities/primary responsibilities	% Time
8. Delivery of staff development and coaching	5 %
9. Undertake and demonstrate continuing professional development consistent with a specialist role	5 %
10. Actively contribute to action planning to help improve service to students generally, making a particular contribution to your specialist area	5 %
11. Represent and champion the department internally and externally as required.	5 %
12. The post-holder is expected to undertake all personal administration required within the role and adhere to University Policy and relevant legislation (e.g. H&S compliance)	5 %
13. Any other duties as allocated by the line manager following consultation with the post holder.	5 %

Internal and external relationships
<p>Internal</p> <ul style="list-style-type: none"> · Student Body · All Student Services · All Professional Services · All Faculties · Office of the Vice Chancellor <p>External</p> <ul style="list-style-type: none"> · Students' Union · Schools and Colleges · HEI Institutions · HEFCE, HESA, BIS and UCAS · Employers, Landlords etc · National Governing/Professional Bodies · Members of the Public/Community Groups

Special Requirements
<ul style="list-style-type: none"> · The post holder may be required to work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel · The post holder is expected to work flexibly to provide services to a range of customers. As a maximum the post holder will be expected to work one weekday evening and one weekend day per month as well as specific peak times for services. · The ability to maintain a responsible and confidential approach to sensitive information · The willingness to rotate roles and responsibilities to increase breadth of experience

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Membership/ accreditation of professional body as appropriate		Application
	Relevant degree or equivalent skill level and/or specialist professional qualification		Application
Planning and organising	Proven experience of successfully planning and delivering a broad range of specialist activities within professional guidelines /organisational policy in a high quality and timely manner		Interview
	Ability to manage conflicting demands in a challenging schedule		Interview
Problem solving and initiative	Ability to apply professional/specialist knowledge to analyse complex problems and recommend solutions/plans of action		Interview
	Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them		Application / Interview
Management and teamwork	Successful experience of developing staff		Application / Interview
	Proven experience of working pro-actively and in partnership with colleagues in other work areas to achieve outcomes		Application / Interview
	Actively participate in planning sessions, training events and peer review to maximise professional performance		Application / Interview
	Ability to delegate work where appropriate and in understanding the strengths and weaknesses of colleagues in building effective teamwork.		Interview
Communicating and influencing	Ability to provide accurate and timely specialist guidance on complex issues		Interview
	Ability to use influencing and negotiating skills to develop understanding and gain co-operation		Interview
	Evidence of good networking skills including maintaining good		Application /

	partnership working with a range of colleagues		Interview
	Excellent interpersonal skills		Interview
Other skills and behaviours	Evaluate systematically and rigorously the impact of service provision		Application / Interview
	Regularly evaluate professional performance and reflect constructively using evidence to improve performance		Application / Interview
	Ability to apply knowledge and awareness of principles and trends in a specialist field and an awareness of how this affects activities within the University		Interview
		Ability to develop on-line resources	Application
		Knowledge of project management	Application / Interview
		Able to understand cultural diversity	Interview
		Ability to speak a second language	Application
Special requirements	N/A		

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work	N/A	N/A	N/A
Extremes of temperature (eg: fridge/ furnace)	N/A	N/A	N/A
## Potential for exposure to body fluids	N/A	N/A	N/A
## Noise (greater than 80 dba - 8 hrs twa)	N/A	N/A	N/A
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:	N/A	N/A	N/A
Frequent hand washing	N/A	N/A	N/A
Ionising radiation	N/A	N/A	N/A
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling	N/A	N/A	
## Driving university vehicles(eg: car/van/LGV/PCV)	N/A	N/A	
## Use of latex gloves (prohibited unless specific clinical necessity)	N/A	N/A	N/A
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)	N/A	N/A	N/A
PHYSICAL ABILITIES			
Load manual handling	N/A	N/A	N/A
Repetitive crouching/kneeling/stooping	N/A	N/A	N/A
Repetitive pulling/pushing	N/A	N/A	N/A
Repetitive lifting	N/A	N/A	N/A
Standing for prolonged periods	N/A	N/A	N/A
Repetitive climbing (ie: steps, stools, ladders, stairs)	N/A	N/A	N/A
Fine motor grips (eg: pipetting)	N/A	N/A	N/A
Gross motor grips	N/A	N/A	N/A
Repetitive reaching below shoulder height	N/A	N/A	N/A
Repetitive reaching at shoulder height	N/A	N/A	N/A
Repetitive reaching above shoulder height	N/A	N/A	N/A
PSYCHOSOCIAL ISSUES			
Face to face contact with public	N/A	N/A	Y
Lone working	N/A	N/A	N/A
## Shift work/night work/on call duties	N/A	N/A	N/A