



Coventry City Council

## Job Description

<b>Job Title:</b>	Senior Administrator- Adult Services	<b>Job Number:</b>	X9069L
<b>Service:</b>	Therapy & Enablement Services	<b>Grade:</b>	Grade 3
<b>Location:</b>	City Wide		

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

To provide a high quality administrative and general office support to services, teams and individuals within Therapy & Enablement Services to support effective and efficient service delivery.

### Main Duties and Responsibilities:

#### Service Management

1. Deal with enquiries, through varying mediums (e.g. Face to Face, Telephone & Email), ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues
2. Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
3. Respond to customer queries, comments or complaints within level of responsibility.
4. Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.
5. Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
6. Place and receipt orders, and raise invoices as appropriate
7. Receiving and processing small amounts of cash and cheque payments, including operating a small amount of petty cash and update of reconciliation sheets.
8. Handle straightforward correspondence on behalf of others, and undertake Minute taking as appropriate
9. Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members
10. Work flexibly to meet the needs of the service

## **People Management**

1. Provide support to the team in the absence of the team leader, occasionally deputising in their absence
2. Support training of colleagues in office systems and procedures and health and safety requirements
3. Any other duties and responsibilities within the range of the salary grade.

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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

## **Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

## **Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** Admin Team Leader-Adult Services

**Date Reviewed:** January 2021

**Updated:**

January 2021



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## Person Specification

<b>Job Title:</b>	Senior Administrator - Adult Services	<b>Job Number:</b>	X9069L
<b>Service:</b>	Therapy and Enablement Services	<b>Grade:</b>	Grade 3
<b>Location:</b>	Citywide		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Knowledge of the services provided by Local Government</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of IT packages and systems to support word processing and presentation of documents</li></ul>
	<ul style="list-style-type: none"><li>• Health and Safety in relation to the office environment</li></ul>
	<ul style="list-style-type: none"><li>• Basic knowledge of data protection implications</li></ul>
	<ul style="list-style-type: none"><li>• Of equal opportunities issues in relation to delivering services to the public and in the workplace</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Ability to prioritise own workload and that of others</li></ul>
	<ul style="list-style-type: none"><li>• Ability to work flexibly and respond to changing priorities</li></ul>
	<ul style="list-style-type: none"><li>• High level of communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members</li></ul>
	<ul style="list-style-type: none"><li>• Ability to maintain confidentiality of information</li></ul>
	<ul style="list-style-type: none"><li>• Ability to be able to train and guide team members in office procedures</li></ul>
	<ul style="list-style-type: none"><li>• Excellent organisational skills to maintain office systems and arrange meetings</li></ul>
	<ul style="list-style-type: none"><li>• Ability to take and produce high quality minutes in the support of meetings</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>• Of a wide range of clerical and administrative work</li></ul>
	<ul style="list-style-type: none"><li>• Of using and maintaining computerised systems</li></ul>
	<ul style="list-style-type: none"><li>• Of producing a range of high quality word processed documentation e.g. reports</li></ul>
	<ul style="list-style-type: none"><li>• Of dealing with a wide range of people in order to handle enquiries and resolve enquiries</li></ul>

<b>Educational:</b>	<ul style="list-style-type: none"><li>• Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent experience</li></ul>
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<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>• Willingness to undertake training and develop knowledge and skills</li></ul>

**Date Reviewed:** January 2021

**Updated:** January 2021

