

# Job Description and Person Specification



# Job Description

<b>Job Title</b>	OHSW Administrator
<b>Grade</b>	3
<b>Service</b>	OHSW Service
<b>Reports to</b>	Christine Hill
<b>Location</b>	Thomas Yeoman House, Canal Basin, CV1 4LY
<b>Job Evaluation Code</b>	



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**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:



## **About the Service your team will provide**

### **Purpose of the role / Output**

To provide a clerical/administrative support to the Occupational Health, Safety and Wellbeing Service, including the service manager, medical officers, occupational health advisors, counsellors, the wellbeing team, health and safety officers, first aid trainers and assessors.

## **Main Duties & Key Accountabilities**

### **Core Knowledge**

Co-ordinate appointment systems, diaries, meetings and enquiries.

Provide administrative and clerical support, to meet corporate deadlines and Service KPI's, with particular attention to the accuracy, including record systems and technical and medical reports.

Maintain appropriate systems for record keeping and process monitoring.

Maintain medical and BACP confidential information held both manually and on computer database. Uphold confidentiality as instructed by medical, nursing and psychotherapy professional bodies.

Review, update and maintain filing systems.

Assist in the administrative duties associated with organising medical, health and safety and counselling courses, training and assessing, including First Aid at Work .

Assist in the administrative duties associated with the finance function including placing purchase orders, receipting and sales invoices.

Assist in organising and supporting the Health Promotion Programme, including organising venues, attendees, information packs; etc.

Maintain accurate databases and providing administrative support for statistical analysis relating to workplace trends, usage of the service and future planning and development.

Support the Health & Safety accident/incident and ill health reporting systems and training.

Respond to complex enquiries associated with workplace health and the psychological service provision, to minimise the need to escalate the enquiry to another level.

Act as the first point of contact for employees of the City Council and external clients, including contracts, having the ability to effectively manage situations where the client can be distressed/ confrontational.

Assist the Administrative Team Leader in ensuring stocks of essential literature, medical supplies and stationery are maintained.

Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal
Managers and employees from external organisations	All Coventry City Council managers and employees
Other health care professionals, including GPs and consultants	

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

None

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
Awareness of working in a confidential environment.	
Good knowledge and understanding of clerical functions.	
Working knowledge of Microsoft Word and Excel and databases	
Ability and flexibility to multi-task	
Knowledge of data protection and its implication	
<b>Skills and Abilities</b>	
Good communication skills, both verbal and written (e.g. memos and basic letters)	
Organise and prioritise own workload, recognising work load implications and ensure deadlines are met responding to changing priorities.	
Maintain accurate and effective administration and information systems (e.g. filing, recording information)	
Ability to maintain confidentiality	
Accurate keyboard skills.	
Recording messages accurately and relaying them (verbally and in writing)	
Working in an orderly and methodical manner and be able to multitask.	
Work as part of a team which will require a flexible, positive and pleasant approach.	
Use of office technology including copier, telephone, word processor and databases.	
<b>Experience</b>	
Experience of working in a busy, confidential environment which will require a flexible approach.	
Experience in the use of Microsoft Word and Excel and databases	
<b>Qualifications</b>	

Numeracy and literacy skills must be demonstrated

**Special Requirements**

Flexibility in working hours required

Ability to work as part of a team.

**Date Created**

November 2018

**Date Reviewed**

July 2025