

Job Description and Person Specification



Job Description

Job Title	Administration and Finance Apprentice
Grade	Apprentice
Service	Business Systems and Continuous Improvement
Reports to	One of: <ul style="list-style-type: none">• Financial Operations Manager• Business Systems Manager• Programme Delivery Manager
Location	Friargate Floor 7
Job Evaluation Code	



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 high quality administrative and financial support to the Business Systems and Continuous Improvement Team.

Main Duties & Key Accountabilities

Core Knowledge

Financial Tasks

- Processing of invoices.
- Inputting of care packages on Social Care Database.
- Analysing of information from finance systems.
- Assisting in the processing of charges for clients.
- Updating of financial control spreadsheets.

System Administration Tasks

- Monitoring Helpdesks in Children's Services to assist users
- Complete weekly tasks and reports to support system data integrity
- Write guidance notes for users regarding system developments

General Administrative Tasks

- 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.
- Document production, proof reading and formatting reports using bespoke and corporate IT software packages.
- Data input and indexing using bespoke and corporate IT software packages.
- Maintain computerised filing systems, retrieving information as requested, and ensuring that information is kept up to date, including the creation of spreadsheets.

- Maintain an up-to-date knowledge of bespoke and corporate systems, digital skills and standards, and share information with other team members and service users.
- Provide support to the team when required.
- Work flexibly to meet the needs of the service.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Partner Agencies working with Children's Services such as Health, Education and Police. System suppliers when issues arise which require the supplier to investigate. Providers and Carers within Adults Social Care.	Internal Other members of the Business Systems and Continuous Improvement Team. System Users at all levels within Children's Services. Other key stakeholders within both Adults and Children's Services.
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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:

N/A

Person specification

Job Evaluation Code	
Knowledge	
Knowledge of IT packages and systems to support financial transactions, word processing, record keeping and presentation of documents	
Health and safety in relation to the office environment	
Data protection and its implications	
Equal opportunities issues in relation to delivering services to the public and in the workplace	
Skills and Abilities	
Communication skills in order to take information from people and give out information on the telephone and face to face	
Able to work accurately to follow procedures	
Able to work to deadlines	
Ability to maintain confidentiality of information	
Strong numerical skills and attention to detail	
Experience	
Of administrative or financial work desirable but not essential	
Of using and maintaining computer systems	
Qualifications	
Maths and English GCSE 4/C or above (Or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship	
Ability to complete Business Administrator Level 3 Apprenticeship Standard	
Special Requirements	
Willingness to undertake training and develop knowledge and skills	
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).	

Date Created	August 2021	Date Reviewed	January 2024
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