

Job Description and Person Specification



Job Description

Job Title	Project Support Worker
Grade	4
Service	PHIM - Migration
Reports to	Casework Team Manager
Location	1 Friargate, Coventry
Job Evaluation Code	A5661



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

1. Work as part of a team to ensure that the Casework function deliver organisational and team vision for service delivery and achieve performance objectives
2. Respond to a range of administrative/ support tasks to support the day-to-day activities of the team
3. Engagement with customers to gather information to support decision making and services
4. Work to support the Migration team in the delivery of its service requirements
5. Undertake day to day duties to ensure business is effective and efficient as possible

Main Duties & Key Accountabilities

1. Deliver excellent quality customer service

- Through displaying integrity and role modelling of appropriate behaviours and practices setting an example for the team as a whole
- Provide excellent customer service to the Migration team clients and colleagues, taking ownership of customer support needs and ensuring where possible they are resolved at first contact.
- To provide a comprehensive range of services to customers and outside agencies requesting information or and to liaise with key workers where appropriate so that customers are effectively able to integrate into the city.
- To effectively manage a caseload in line with the needs of the service.
- To carry out administration and clerical duties in connection with the team including through the Locata system to enable the system to function effectively. Resolve queries using appropriate systems and information at your disposal and applying personal judgment as required. Identify appropriate point at which to refer to the service for input or to escalate to the line manager.
- Use appropriate systems to support services, inputting information, producing appropriate documentation to support services including; reports providing visibility of required key information, production of spreadsheets etc.
- Maintain systems in an orderly manner; records archiving, filing etc.
- Actively promote a positive, forward looking, results orientated, and customer focused culture Demonstrate personal commitment to delivering corporate messages and associated changes Any other duties commensurate with the grade and responsibility level of this post.

2. Focus on performance

- Adhere to appropriate routines to ensure that all elements of the service are delivered to achieve optimum performance
- Identify and make recommendations for change to practices or issues that negatively affect the performance that is delivered to the customer
- Work with team members to ensure appropriate prioritisation and distribution of activity to meet the most pressing needs of the supported service areas
- Maintain a professional focus in delivering all aspects of customer service

3. Establish effective relationships

- To support work with service managers to build, maintain and promote effective working relationships
- Act as a point of contact and support for service requests in the absence of the team manager ensuring that they are briefed/made aware of any requests made in their absence
- Engage with peers to deliver excellent service
- Offer support, guidance and positive engagement to all members of the team irrespective of roles and responsibilities

4. Maintain a focus on change and continuous improvement

- Provide feedback on service delivery to the organisation to help facilitate change
- See mistakes as an opportunity to learn and make progress at a business and individual level
- Demonstrate self-awareness in understand own strengths & weaknesses and explore opportunities with corporate training and quality coaching to learn and improve
- Attend training courses for professional development
- Provide support, guidance and training to other team members where required

5. Support the Migration agenda across the organisation

- Take a customer and organisational view in considering new initiatives, supporting in the implementation of strategies to enable Integration.
 - Engage where appropriate in corporate initiatives and projects to ensure that customers are at the heart of organisational thinking
 - Engage positively with customers where appropriate to facilitate the best outcome possible acknowledging organisational constraints where they exist
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- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
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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

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Knowledge	
An awareness of, and a commitment to, customer care	
Knowledge of equal opportunities and diversity in relation to good customer care	
Knowledge of IT packages and systems to present documents in the most appropriate format	
Skills and abilities	
Ability to be supportive and empathetic with colleagues and customers	
Proven good verbal communications skills	
Able to perform administrative and other related support duties	
Able to build collaborative relationships with service areas	
Self-management skills, to enable workload organisation, prioritisation and implementation within a team setting and with minimum supervision	
A systematic, methodical and accurate approach to work	
Ability to maintain confidentiality of information	
Ability to resolve queries using personal judgement or know when to seek advice	
Ability to write concise and accurate case notes and correspondence	
Experience	
Evidence of personal development	
Experience in an administrative and client-facing environment	
Experience in a wide range of administrative work	
Experience in a customer service environment	
Experience of using various IT packages to support services in areas such as spreadsheets, report writing etc	

Special Requirements

Date Created	August 2024	Date Reviewed	August 2024
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