

Job Description and Person Specification

Administration and Finance Apprentice

Job Details	
Grade	Apprentice
Service	Business Systems and Continuous Improvement
Location	Friargate Floor 7
Job Evaluation Code	

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>To provide high quality administrative and financial support to the Business Systems and Continuous Improvement Service.</p>

Main Duties & Key Accountabilities

Financial Tasks

- Processing of invoices
- Inputting of care packages on Social Care Case Management Systems
- 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 Adults and 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:	<p>Partner Agencies working with Children's Services such as Health, Education and Police.</p> <p>System suppliers when issues arise which require the supplier to investigate.</p> <p>Providers and Carers within Adults Social Care.</p>	Internal:	<p>Other members of the Business Systems and Continuous Improvement Service.</p> <p>System Users at all levels within Adults and Children's Services.</p> <p>Other key stakeholders within both Adults and Children's Services.</p>

Standard Information
<p>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.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Knowledge of IT packages and systems to support financial transactions, word processing, record keeping and presentation of documents
Knowledge	Health and safety in relation to the office environment

Knowledge	Data protection and its implications
Knowledge	Equal opportunities issues in relation to delivering services to the public and in the workplace
Skills And Ability	Communication skills in order to take information from people and give out information on the telephone and face to face
Skills And Ability	Able to work accurately to follow procedures
Skills And Ability	Able to work to deadlines
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Strong numerical skills and attention to detail
Experience	Of administrative or financial work desirable but not essential
Experience	Of using and maintaining computer systems
Qualification	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
Qualification	Ability to complete Business Administrator Level 3 Apprenticeship Standard
Special Requirements	Willingness to undertake training and develop knowledge and skills
Special Requirements	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).

Declaration			
Reviewed/Created By:	Jason Brannigan		
Job Title:	Business Systems Manager	Date:	01/04/2026