

Job Description and Person Specification



Job Description

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| Job Title | Senior Administrator (Team Leader) |
| Grade | 4 |
| Service | Adult Education Service |
| Reports to | Line Manager |
| Location | Any Location offering an Adult Education Service |
| Job Evaluation Code | X9080L |



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 and manage a high quality, professional, supportive and responsive administrative function within the Coventry Adult Education Service.

Main Duties & Key Accountabilities

Core Knowledge

1. Responsible for managing and actively monitoring and reporting on own allocated Service wide administrative processes e.g. Exams, Learner Support Fund, petty cash, refunds etc.
2. Responsible for managing and actively monitoring staff who are maintaining Service wide functions and procedures, reporting outcomes to relevant managers e.g. marking of registers, producing venue timetables, preparing for enrolment, identifying and recording cover for admin sickness/holiday etc.
3. Ensure your team of Administrators provide a positive customer facing service to deal with enquiries from a range of internal and external stakeholders at various levels within an organisation. Enquiries will be dealt with in a professional and timely manner through a range of media e.g. face to face, telephone, text and email. Where possible, enquiries are to be resolved at first contact, or messages taken and passed on to the relevant person for action; own judgement and initiative are to be used as to when to pass on more complex issues.
4. Ensure you and your team provide internal/external stakeholders with the correct information/advice and guidance, as appropriate and within current legislation e.g. information relating to learner's meetings, assessments, programmes, exam bookings, bursary, general wellbeing, using own judgement and initiative as to when this needs to be escalated.
5. Ensure you and your team handle day to day operational issues sensitively, e.g. enquiries, queries and challenging situations, using own judgement and initiative, escalating more complex issues when required.
6. Ensure you and your team undertake data input (e.g. learner information, attendance, examination results, progression, destination) and document production using the range of systems in use within the organisation, ensuring confidentiality of all learner data is maintained.
7. Ensure you and your team maintain accurate computerised and manual filing systems, retrieving information as requested, ensuring that information is kept up to date; to include creation of databases and/or spreadsheets (as appropriate) and providing information and reports as required.

8. Responsible for overseeing the maintenance of supplies of stationery and other consumables required to maintain Adult Education programmes, as well as other additional items required upon request.
9. Ensure you and your team place/receipt orders and raise invoices, as appropriate.
10. Ensure you and your team receive and process enrolment fees and other items via cash, cheque or credit/debit card payments. Operating a small amount of petty cash and completing associated paperwork.
11. Ensure you and your team handle straightforward correspondence including producing letters and meeting notes, making telephone calls, and sending emails and text messages on behalf of the Adult Education Service.
12. Maintain an up-to-date knowledge of corporate systems and standards and pass on information to other team members.
13. Ensure you and your team work flexibly at various venues across the city to meet the needs of the Adult Education Service. Needs may change from time to time, which could result in moving.
14. Flexible working may include working occasional evenings and weekends at different venues across the city eg to cover sickness, attend events/award ceremonies, promote the Service.
15. Deputise in absence of other Admin managers.

People Management

16. Lead the allocation and prioritisation of work within your team, undertaking quality checks to ensure compliance with policy and procedures and external requirements.
17. Ensure regular one to ones and Appraisals are undertaken, including clear objective setting, managing performance and individual development.
18. Undertake training of colleagues in office systems/software and procedures and health and safety requirements
19. Any other duties and responsibilities within the range of the salary grade.

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

Key relationships

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| 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:

Administrators, Apprentices (Work Allocation)

Staff managed by postholder: Curriculum Manager

Person specification

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| Job Evaluation Code | X9080L |
| Knowledge | |
| <ul style="list-style-type: none"> • Knowledge of the services provided by Adult Education and Coventry City Council | |
| <ul style="list-style-type: none"> • Understanding of good customer care | |
| <ul style="list-style-type: none"> • Knowledge of IT packages and systems to support word processing and presentation of documents | |
| <ul style="list-style-type: none"> • Health and Safety in relation to the office environment and risk assessments | |
| <ul style="list-style-type: none"> • Good knowledge of data protection and safeguarding implications | |
| <ul style="list-style-type: none"> • Of equality and diversity issues in relation to delivering services to the public and in the workplace | |
| Skills and Abilities | |
| <ul style="list-style-type: none"> • Excellent organisational skills to be able to organise and prioritise own workload and that of the team, with high levels of proactivity and initiative, only escalating to senior colleagues where necessary | |
| <ul style="list-style-type: none"> • Ability to work flexibly and respond to changing priorities | |
| <ul style="list-style-type: none"> • High level of communication and interpersonal skills, both written and verbal, to establish effective working relationships with colleagues at all levels, team members and learners | |
| <ul style="list-style-type: none"> • Ability to deal with conflict in the team and find a resolution | |
| <ul style="list-style-type: none"> • Ability to give guidance to team members and provide clear explanations in relation to systems and procedures | |
| <ul style="list-style-type: none"> • Ability to deal with confidential information appropriately | |
| <ul style="list-style-type: none"> • Ability to analyse and evaluate information, and record and interpret information | |
| <ul style="list-style-type: none"> • Excellent organisational skills to maintain office systems, arrange meetings, award ceremonies, interviews etc | |
| <ul style="list-style-type: none"> • Ability to take and produce high quality notes to support meetings | |
| Experience | |
| <ul style="list-style-type: none"> • Supervision of a small admin team that provides excellent customer service in a timely manner | |
| <ul style="list-style-type: none"> • Identifying training needs and assessing performance | |

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| <ul style="list-style-type: none"> • Of a wide range of office systems, both computerised and manual and administrative work |
| <ul style="list-style-type: none"> • Of handling confidential information |
| <ul style="list-style-type: none"> • Of producing a range of high-quality documentation e.g. letters, reports, spreadsheets, certificates, presentations |
| <ul style="list-style-type: none"> • Of dealing with a wide range of people in order to handle/resolve complex enquiries, day to day operational queries and challenging situations. |
| Qualifications |
| <ul style="list-style-type: none"> • English and maths qualification at Level 2 |
| <ul style="list-style-type: none"> • IT qualification e.g. ITQ, ECDL or equivalent |
| <ul style="list-style-type: none"> • First Aid trained, or willing to undertake training |
| <ul style="list-style-type: none"> • Business administration qualification (desirable) |
| <ul style="list-style-type: none"> • Having undertaken some management training eg cpd (desirable) |
| <ul style="list-style-type: none"> • Willingness to undertake training and develop knowledge and skills |
| Special Requirements |
| <ul style="list-style-type: none"> • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment. |

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| Date Created | | Date Reviewed | August 2021 |
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