

## Job Description and Person Specification

### Senior Administrator

Job Details	
<b>Grade</b>	3
<b>Service</b>	Integrated 0-25 SEND Service
<b>Location</b>	Settings within City/working at home
<b>Job Evaluation Code</b>	A5835

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

Job Purpose
<p>To provide high quality administrative and general office support to teams and individuals within the Statutory Assessment and Review Team and Coventry SEND Support Service, and across Education &amp; Skills as required.</p>

<b>Main Duties &amp; Key Accountabilities</b>
Deal with enquiries, through various mediums (e.g. face to face – including front of house in busy reception area, telephone & email), seeking to resolve queries at first contact, signposting to the relevant person for action, and using judgement as to when to pass on more complex issues
Produce documents, proof reading and formatting reports using MS Office
Process new referrals using dedicated IT systems and following process to meet statutory deadlines
Data input and indexing of documents using bespoke and corporate IT software packages
Maintain computerised filing systems, retrieving information as appropriate and ensuring that information is accurate and kept up to date; including the creation and updating 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
Handle correspondence and allocate incoming ePost to service users
Responsible for maintaining and ordering supplies of stationery, resources and materials. Raising purchase orders for goods and raising invoices for services delivered. Procurement of supplies using corporate purchase card
Organise and attend Request for Statutory Assessment panel and take meeting notes
Organise and attend meetings with internal & external representatives and take meeting notes
Maintain an understanding of the integrated SEN Team priorities and how they relate to individual areas of work
Undertake training to develop knowledge and skills using available methods of learning in order to be effective in the job role
Provide support to the team in the absence of the team leader, occasionally deputising in their absence and assist with the allocation and prioritisation of work within the Admin Team.
Support to team members and service users in office systems and procedures
Any other duties and responsibilities within the range of the salary grade

Key Relationships			
External:	Children and young people, parents/carers Schools, colleges and other educational settings Health Other Local Authorities	Internal:	Service areas in Childrens Services e.g.: Social Care Virtual School (for looked after children) Legal Team

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; Safety and the City Council's Workforce Diversity and Inclusion Policies.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p><b>Training</b></p> <p>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	IT systems and their uses, in particular software systems to support the assessment of pupils with special educational needs
Knowledge	National legislation and policies related to information sharing and data protection
Skills And Ability	Good communication and interpersonal skills, both written and verbal to deal with parents and carers, young people, schools and other agencies

Skills And Ability	Good level of IT skills to ensure precision and accuracy for data input and retrieval
Skills And Ability	Able to plan and prioritise own work to meet conflicting deadlines
Skills And Ability	Ability to work under pressure, with minimum supervision and to deadlines effectively and confidently
Experience	Experience of using databases and Microsoft packages such as Teams, excel, word and outlook
Experience	Of a wide range of technical administrative based duties
Experience	Used to supporting service users and professionals collaboratively in a very busy service, able to confidently offer advice and information
Experience	Of dealing with a wide range of customers in order to handle and resolve queries
Experience	Of working with minimum of supervision and able to plan and prioritise a busy workload
Qualification	A good standard of education including qualifications in English and mathematics at a minimum level of GCSE current grade 4-9 (previous grade A-C) equivalent
Special Requirements	

Declaration			
Reviewed by:	Gaynor Millar		
Job Title:	SEND Business Manager	Date:	09.04.2025