

Job Description and Person Specification



Job Description

Job Title	Admin Team Leader - Adult Services
Grade	Grade 4
Service	Adult Social Care – Internally Provided Services
Reports to	Team Manager - Adult Services
Location	Any Location providing Adult Services
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

- Responsible for overseeing the provision of, and undertaking, administrative and general office support to services, teams and individuals within the City Council.
- Provide team management, including performance management and development of staff.

Main Duties & Key Accountabilities

Core Knowledge

- Service Support

Deal with enquiries, through varying mediums, 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.

Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision / analysis of information and reports as required.

Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members including placing and receipting of orders.

Handle correspondence on behalf of others, and undertake detailed minute taking.

Ensure consistency in administration, including sharing information with others within the service.

Maintain and/or develop working knowledge of IT systems and workflow processes within the service being supported; including create, review, revise, develop, improve and maintain systems and procedures for the service to improve and respond to change.

Liaise with Services in relation to duties required for support.

Work flexibly to meet the needs of the service.

- People Management

Oversee the work of the administrative team making decisions about priorities in relation to the deployment of resources against work allocation; making sure that quality standards are introduced and maintained.

Deputising in the absence of the Team Manager - Adult Services.

Ensure monthly one to ones and Appraisals are undertaken, including clear objective setting and individual development to support a variety of services in order to provide a resilient service.

Explain and document procedures for use of colleagues and team members.

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Any customer, citizen or organisation outside of Coventry City Council	Any employee or team within Coventry City Council

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:

Senior Administrators

Person specification

Job Evaluation Code	X9080L
Knowledge	
Knowledge of the services provided by Local Government	
Good knowledge of IT packages and systems to undertake word processing and produce high quality of documents including presentations, minutes	
Basic knowledge of Health and Safety in the workplace and of risk assessment	
Good knowledge of Data Protection guidelines	
Good knowledge of equality and diversity issues in the workplace	
Knowledge of a range of office systems and procedures	
Understanding of good customer care	
Skills and Abilities	
Excellent organisational skills to be able to organise and prioritise workload within the team, using own judgement to resolve day-to-day situations, escalating issues to line manager when necessary, ability to multi-task	
Communication skills to be able to establish effective working relationships within the team and with customers	
Able to deal with conflict in a team and find a resolution	
Ability to give guidance to team members and offer clear explanations in relation to systems and procedures	
Ability to deal with confidential information appropriately	
Ability to analyse and evaluate information	
Ability to record and interpret information accurately	
Experience	
Supervision of a small team	
Identifying training needs and assessing performance.	
Of a range of office systems both computerised and manual and administrative work	
Of producing a range of high quality documents and presentations and minutes	

Experience of dealing with complicated enquiries from a wide range of people in order to resolve problems
Of handling confidential information
Working in a busy environment
Qualifications
Good standard of numeracy and literacy
Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent experience
Special Requirements
Willingness to undertake further training and develop knowledge and skills
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Disclosure & Barring Service (DBS) will be required prior to appointment.

Date Created	23.11.2022	Date Reviewed	04.09.2026
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