Coventry City Council

Job Description and Person Specification

Snr Administrator City Services

Job Details	
Grade	GRD3
Service	Highways
Location	City Wide
Job Evaluation Code	X9069L

About Coventry City Council

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

Job Purpose

As an Administrator in Highways, you will be the cornerstone of office efficiency within the City Services, ensuring seamless operations across Highways. Your role is pivotal in managing data, financial records, and communication, maintaining the highest standards of confidentiality and safety. You will support our diverse community, upholding our commitment to equal opportunities and contributing to the Council's objectives. Your expertise will foster a collaborative environment, optimising service delivery and enhancing our public engagement.

Main Duties & Key Accountabilities

Handling enquiries through various mediums, ensuring resolution at first contact or appropriate referral
Performing data entry and generating documents, including reports and minutes, using organisational systems
Maintaining computerised filing systems, retrieving requested information, and ensuring data remains updated, including creating databases, spreadsheets, and providing reports
Processing and receiving orders and invoices and handling cash and cheque payments with accurate reconciliation
Keeping abreast of corporate systems and standards, and disseminating updates to the team
Administering social media and website content, ensuring active engagement and linkages to Council sites
Overseeing the e-post system, ensuring its efficient operation and user support
Collaborating with various service areas to support public health, education, and vulnerable individuals
Contributing to the Council's commitment to diversity and inclusion within the community
Participating in cross-functional teams to enhance customer service and operational efficiency
Engaging in continuous professional development to foster personal growth and contribute to organisational goals
Upholding the Council's values and objectives, striving for excellence in service delivery and community support

Key Relationships	
External:	Contractors and residents of Coventry
Internal:	Other internal departments

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. ● attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.

- any other duties and responsibilities within the range of the salary grade.

Responsible for
No People Management Responsibilities

Person Specification				
Requirement Type	**Int**	**App**	**Ass**	**Requirement**
Knowledge				Have an understanding of the services provided by local government, including equal opportunities in service delivery and the workplace
Knowledge				Be aware of health and safety considerations within an office environment and basic data protection principles in line with GDPR guidelines
Skills And Ability				Be able to prioritise tasks effectively and work flexibly to adapt to changing priorities and deadlines
Skills And Ability				Have good communication and interpersonal skills to engage with the public and establish rapport with colleagues
Skills And Ability				Be able to maintain confidentiality of information, adhering to GDPR, and support team members with office procedures
Experience				Be experienced in a range of clerical and administrative tasks and the use of computerised systems
Experience				Have experience in dealing with diverse individuals for processing and resolving enquiries
Experience				Be experienced in maintaining financial records using spreadsheets and resolving a wide range of enquiries
Qualification				Formal IT training or equivalent experience