

Job Description and Person Specification

Role: Enabling Attendance Team Assistant



Job Description

| | |
|----------------------------|------------------------------------|
| Job Title | Enabling Attendance Team Assistant |
| Grade | 4 |
| Service | Adult Education Service |
| Reports to | Delivery Manager |
| Location | Southfields Old School |
| Job Evaluation Code | |



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

- To support the Adult Education Service with their learner attendance policy, minimising the risks associated with poor attendance and learner attainment, focusing on 16-19-year-old-learners on Study Programmes, and 19-24-year-old-learners on Supported Internships.
- To provide a high quality administrative and office support to the Study programme and supported Internship teams.
- To offer guidance and support to all stakeholders and colleagues on the use of service systems.

Main Duties & Key Accountabilities

Core Knowledge

1. Respond to study programme service enquiries, advising where possible and taking messages for colleagues as required.
2. Process enquiries regarding Study Programme and Supported Internship places, ensuring that all documentation follows service procedures.
3. Arrange meetings with individual learners, the delivery manager, relevant tutors, parent / carer / work placement coach, where attendance levels are falling below expectations, in-line with Adult Ed Attendance Policy and Learner Behaviour Policy.
4. Arrange home visits for the delivery manager to investigate absence from education and/or work placement.
5. Support the Enabling Access team with relevant information to ensure reasonable adjustment access arrangements are in place for all learners and enable a supportive learner welcome to all examination settings.
6. Create and monitor the booking process for events hosted by the service, e.g., Timetabled learning sessions, Meetings, Open days, Celebratory events, Interviews, Learner assessments, Parents Evenings etc.
7. Develop and maintain positive relationships with training providers and schools to act as a point of contact for basic queries.
8. Process all behavior, attendance, and safeguarding reports in line with service process.
9. Maintain the student record information.

10. Prepare resources and documentation ahead of training sessions and meetings.
11. Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
12. Maintain filing systems, retrieving information as requested, and ensuring that information is kept accurate and up to date; to include creation of databases and spread sheets as appropriate, with the production of information reports as required.
13. Process Bursary applications, and transactions for the study programme and supported internships learners, including travel passes, Free School Meal payments and weekly payments, etc, monitoring the ESF vulnerable / discretionary learner support funding.
14. Work with the MIS data management teams to ensure the accuracy of learner enrolments, achievements and destinations.
15. Assist the Examinations team to complete learner registrations, examination planning, and certification claims.
16. Handle straightforward correspondence on behalf of others.
17. Take minutes during staff and third-party meetings.
18. Process study programme condition of funding requests according to service requirements.
19. Provide evidence for the ESFA funded contracts / audits where required.
20. Maintain evidence of all received invoices and ensure they are saved correctly.
21. Manage stock control.
22. Record all achievements and destinations data on ProSolution / relevant systems.
23. Prepare documentation ahead of review meetings and provide colleagues with relevant information where required.
24. Attend service events to support reception duties and network with stakeholders.
25. Support the Delivery Manager with the implementation of new systems development, outlining areas of improvement.
26. Support the service quality assurance reviews where required.
27. Support with the management of the service media platforms and marketing opportunities.

- 28. Support colleagues with accessing student files and data upon request.
- 29. Attend internal and external meetings/training as required.
- 30. Any other duties and responsibilities within the range of the salary grade.



Key relationships

| External | Internal |
|--|--|
| School SENDCOs Children and Young People Parents | Adult Education Lecturers and LSAs Adult Ed Data Team School Admissions Hospital Schools Team |

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:

N/A

Person specification

| | |
|--|--|
| Job Evaluation Code | |
| Knowledge | |
| Knowledge of current post – 16 education, including Study Programmes and Supported Internships | |
| Awareness of the issues which may cause poor education attendance | |
| Awareness of statutory procedures around safeguarding and child protection | |
| Knowledge of KCSIE and safeguarding procedures | |
| Skills and Abilities | |
| Excellent communications skills | |
| Excellent organisational and administrative skills | |
| Sound written communication skills. | |
| IT literate and able to use various applications and software | |
| Able to communicate well with people on both a group and individual basis. | |
| Able to work effectively with partner agencies | |
| Able to plan meetings and take minutes | |
| Able to meet the requirements of the Child Protection / safeguarding Procedures | |
| Able to motivate self and others | |
| Flexible and responsible to the needs of stakeholders | |
| Excellent Literacy and numeracy skills | |

| |
|--|
| Experience |
| Working with young people aged 16-24-years. |
| Awareness of initiatives to increase programme attendance |
| Successful experience of working in related fields e.g. Education/ youth work |
| Experience of supporting young people who may experience barriers to learning |
| IT literate and able to use various applications and software |
| Experience of effective working in a team |
| Qualifications |
| English and maths qualification at Level 2 |
| IT qualification e.g. ITQ, ECDL or equivalent |
| Business administration qualification (desirable) |
| Willingness to undertake training and develop knowledge and skills |
| Special Requirements |
| This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment. |

| | | | |
|---------------------|-------------|----------------------|--|
| Date Created | August 2024 | Date Reviewed | |
|---------------------|-------------|----------------------|--|