

Job Description and Person Specification

Job Title: Senior Support Assistant



Job Description

Job Title	Senior Administrator
Grade	3
Service	Mental Health Service, Adult Social Care
Reports to	Service Manager Operational Development
Location	City Wide
Job Evaluation Code	X9069L



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 co-ordinate and undertake the provision of a range of administrative, word processing and general office support to services/teams throughout the City Council.

Main Duties & Key Accountabilities

Service Management

1. Undertake a full range of clerical tasks in order to support the work of a service/team or person throughout the City Council
2. Deal with a range of queries including telephone enquiries and face to face enquiries, seeking to resolve queries and using judgement as to when to pass on more complex issues
3. Undertake word processing of a wide variety of documents, suggesting improvements to templates and formats as appropriate
4. Ensure that computerised and manual filing systems are updated and maintained in good order
5. Use and maintain information systems in order to provide timely information as required. Set up databases and spreadsheets as appropriate
6. Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members
7. Undertake training of business service team members in office systems and procedures and health and safety requirements
8. Handle straightforward correspondence on behalf of others
9. Undertake clerical and administrative processes and associated procedures
10. Operate a range of office equipment

People Management

11. Allocate and prioritise work to the Business Services Team.
12. Undertake quality checks in relation to the administrative work produced by the team
13. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
CWPT, Police, University Hospital Coventry and Warwickshire	Adult Social Care

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:

<p>Staff managed by postholder:</p> <p>None.</p>

Person specification

Job Evaluation Code	X9069L
Knowledge	
Knowledge of the services provided by Local Government	
Knowledge of IT packages and systems to support word processing and presentation of documents	
Health and Safety in relation to the office environment	
Basic knowledge of data protection implications	
Of equal opportunities issues in relation to delivering services to the public and in the workplace	
Skills and Abilities	
Ability to prioritise own workload and that of others	
Ability to work flexibly and respond to changing priorities	
High level of communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members	
Ability to maintain confidentiality of information	
Ability to be able to train and guide team members in office procedures	
Excellent organisational skills to maintain office systems and arrange meetings	
Experience	
Of a wide range of clerical and administrative work	
Of using and maintaining computerised systems	
Of producing a range of high quality word processed documentation e.g. reports	
Of dealing with a wide range of people in order to handle enquiries and resolve enquiries	

Qualifications
Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent
Special Requirements
Willingness to undertake training and develop knowledge and skills

Date Created	July 2010	Date Reviewed	June 2023
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