

Job Description and Person Specification



Job Description

Job Title	Senior Administrator
Grade	3
Service	Therapy & Enablement Services
Reports to	Admin Team Leader-Adult Services
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 / Output

To provide a high quality administrative and general office support to services, teams and individuals within Therapy & Enablement Services to support effective and efficient service delivery.

Main Duties & Key Accountabilities

Service Management

1. Deal with enquiries, through varying mediums (e.g. Face to Face, Telephone & Email), 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
2. Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
3. Respond to customer queries, comments or complaints within level of responsibility.
4. 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 of information and reports as required.
5. Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
6. Place and receipt orders, and raise invoices as appropriate
7. Receiving and processing small amounts of cash and cheque payments, including operating a small amount of petty cash and update of reconciliation sheets.
8. Handle straightforward correspondence on behalf of others, and undertake Minute taking as appropriate
9. Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members
10. Work flexibly to meet the needs of the service

People Management

1. Provide support to the team in the absence of the team leader, occasionally deputising in their absence
2. Support training of colleagues in office systems and procedures and health and safety requirements

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

Key relationships

External	Internal
Service Users NHS Health Staff Other Local Authorities Charities including third sector agencies Age UK Housing associations	Coventry Council staff

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 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	
Ability to take and produce high quality minutes in the support of 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 experience	

Special Requirements
Willingness to undertake training and develop knowledge and skills

Date Created	December 2022	Date Reviewed	
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