

Job Description and Person Specification

Job Title Senior Administrator

Job Details	
Grade	3
Service	Skills Employment and Adult Education
Location	Various adult education venues across the city
Job Evaluation Code	X9069L

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

Job Purpose
<p>To provide a high quality, professional, supportive and responsive administrative function within the Coventry Adult Education Service.</p>

Key Responsibilities and Accountabilities			
Providing a positive customer facing service to deal with enquiries from learners and a range of internal and external stakeholders.			
Ensuring learners receive the correct information/advice and guidance regarding courses eg course details and length of study.			
Handling day to day operational issues sensitively, eg enquiries, queries and challenging situations, using own judgement and initiative, escalating more complex issues when required			
Undertaking data input (eg learner information, attendance, examination results, progression, destination) and document production using the range of systems in use within the organisation, ensuring confidentiality of all learner data is maintained.			
Maintaining accurate computerised and manual filing systems, retrieving information as requested, ensuring that information is kept up to date; to include creation of databases and/or spreadsheets (as appropriate) and providing information and reports as required.			
Maintaining supplies of stationery and other consumables required to maintain Adult Education programmes, as well as other additional items required upon request.			
Placing and receipting orders and raise invoices, as appropriate.			
Receiving and processing enrolment fees and other items via cheque or credit/debit card payments. Operating a small amount of petty cash and completing associated paperwork.			
Handling straightforward correspondence including producing letters and meeting notes, making telephone calls, and sending emails and text messages on behalf of the Adult Education Service.			
Maintaining an up-to-date knowledge of corporate systems and standards and pass on information to other team members.			
Working flexibly at various venues across the city to meet the needs of the Adult Education Service. Needs may change from time to time, which could result in moving.			
Any other duties and responsibilities within the range of the salary grade.			

Key Relationships			
External:	Learners, internal Council staff, community venue staff	Internal:	Other Adult Education admin staff, managers and tutors

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 undertake 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

N/A

Person Specification

Requirements

Knowledge	Working knowledge of Word, Excel and other Office suite programmes to support design and presentation of documents
Knowledge	Working knowledge of Health and Safety in relation to the office environment
Knowledge	Working knowledge of data protection and safeguarding considerations
Knowledge	Working knowledge of equality and diversity issues in relation to delivering services to the public and in the workplace
Skills And Ability	Prioritising own workload and that of others, using initiative and own judgement to resolve day-to-day situations, only escalating issues to line manager where needed.
Skills And Ability	Working flexibly and responding to changing priorities
Skills And Ability	Possessing high level communication and interpersonal skills, both written and verbal to deal with learners, team members and external and internal partners.
Skills and Ability	Maintaining confidentiality of information.
Skills and Ability	Possessing excellent organisational skills to maintain office systems, arrange meetings, award ceremonies, interviews etc
Experience	Working in an office environment

Qualification	English and maths qualifications at Level 2
Qualification	Business administration qualification (desirable)
Special requirements	This post may involve working in various locations within Coventry and also some evening and occasional weekend work

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? Yes			
Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input checked="" type="checkbox"/>

Declaration			
Reviewed/Created By:	Neil Murphy		
Job Title:	Business and Quality manager	Date:	28.8.25