

Job Description and Person Specification

Job Title

Job Details - Senior Administrator- Adult Service	
Grade	3
Service	Adult Social Care – Internally Provided Services
Location	Any Location providing Adult Services
Job Evaluation Code	X9069L

Coventry City Council 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: 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
To provide a high quality administrative and general office support to services, teams and individuals within the City Council Adult Services.

Main Duties & Key Accountabilities
<u>Service Support</u>
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.
Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
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.
Responsible for maintaining supplies of stationery and other office consumables for distribution upon request.
Place and receipt orders, and raise invoices as appropriate.
Receiving and processing small amounts of cash and cheque payments, including operating a small amount of petty cash and update of reconciliation sheets.
Handle straightforward correspondence on behalf of others, and undertake Minute taking as appropriate.
Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members.
Work flexibly to meet the needs of the service.
<u>People Management</u>
Assist with the allocation and prioritisation of work to the Administrators and undertaking quality checks in relation to the work produced by the team.
Provide support to the team in the absence of the team leader, occasionally deputising in their absence.
Undertake training of team members 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:	Any customer, citizen or organisation outside of Coventry City Council	Internal:	Any employee or team within Coventry City Council

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. Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for
Not Applicable

Person Specification	
Requirements	
Knowledge	Knowledge of the services provided by Local Government
Knowledge	Knowledge of IT packages and systems to support word processing and presentation of documents
Knowledge	Health and Safety in relation to the office environment
Knowledge	Basic knowledge of data protection implications
Knowledge	Of equal opportunities issues in relation to delivering services to the public and in the workplace
Skills And Ability	Ability to prioritise own workload and that of others
Skills And Ability	Ability to work flexibly and respond to changing priorities

Skills And Ability	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
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Ability to be able to train and guide team members in office procedures
Skills And Ability	Excellent organisational skills to maintain office systems and arrange meetings
Skills And Ability	Ability to take and produce high quality minutes in the support of meetings
Experience	Of a wide range of clerical and administrative work
Experience	Of using and maintaining computerised systems
Experience	Of producing a range of high quality word processed documentation e.g. reports
Experience	Of dealing with a wide range of people in order to handle enquiries and resolve enquiries
Qualification	Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent experience
Qualification	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 Disclosure & Barring Service (DBS) will be required prior to appointment.

Declaration			
Reviewed/Created By:	Kamela Jassal		
Job Title:	Team Manager (Admin) Adult Services IPS	Date:	29.04.2025