

Job Description and Person Specification

Project Administrator

Job Details	
Grade	GRD3
Service	Employment & Skills
Location	City Wide
Job Evaluation Code	A5894

About Coventry City Council
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
Working as a Project Administrator within the ECO force placement programme, you will offer administrative and service support while gaining practical workplace experience. Responsibilities include assisting daily operations, collecting data, updating records, supporting communications, and contributing effectively to service delivery for Coventry residents.

Main Duties & Key Accountabilities
Providing assistance to the host Council service by performing various practical, administrative, customer-

focused, and project support duties relevant to the placement area.
Working as part of different Council teams, recognising that placements may be based across a variety of services and locations.
Providing general support to colleagues, including preparing information, updating records, organising materials, arranging appointments or meetings, and helping with routine service tasks.
Responding to basic enquiries from colleagues, residents, partners, or service users professionally, directing them to the appropriate individual or service when required.
Supporting environmental, community, sustainability, neighbourhood, digital, employment or service improvement activity, depending on the placement setting.
Helping gather, record and check information using appropriate Council systems, spreadsheets, forms or local recording processes.
Assisting with simple communications, publicity, events, resident engagement, presentations, notes, reports or updates linked to the work of the host team.
Attending team meetings, briefings, training sessions and placement reviews, contributing positively and following up agreed actions where appropriate.
Participating in learning, coaching, and receiving feedback during the placement to enhance skills, workplace behaviours, and understanding of career opportunities within the Council.
Maintaining an understanding of project objectives, deliverables, and timelines to support effective execution
Fostering relationships with internal and external stakeholders to promote project goals and encourage collaborative opportunities

Key Relationships

External:	Residents and service users Community organisations and voluntary sector partners Schools, colleges, training providers and education partners Local employers and business partners External delivery venues and community hubs Partner agencies relevant to the host service area
Internal:	ECO Force programme lead and placement coordinator Host service managers, supervisors and team colleagues Council services and directorates hosting placements Job Shop, Employment and Skills teams HR, Learning and Development, ICT, Facilities and other

corporate support teams

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 undertaking 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

Have an understanding of the importance of customer service principles, financial literacy and data protection regulations.

Understanding the needs and interests of the local authority to support its residents.

Skills And Ability

Be able to communicate effectively, both in writing and verbally, with the public, external agencies, and colleagues

Have the ability to establish and maintain effective working relationships with a diverse range of stakeholders

Possess the ability to prioritise workload, use initiative to solve minor issues, and maintain office supplies efficiently

Ability to navigate corporate computerised programmes and filing systems, retrieve and maintain information and creation of spreadsheets

	and basic reporting.
Experience	Understanding of a customer service environment, in an administrative capacity, dealing with a wide range of people and handle enquiries and resolve queries.
	An understanding and experienced in the development and maintenance of spreadsheets or tracking systems and in the preparation of promotional materials
	Experience in promoting equality and diversity within a professional and inclusive working environment.
Qualification	Willing to work towards a relevant certificate and / or undertake any relevant training to support in role.