Coventry City Council

Job Description and Person Specification

Snr Administrator Adult Sv (IPS)

Job Details	
Grade	GRD3
Service	Provided Services
Location	City Wide
Job Evaluation Code	X9069L

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

As a Senior Administrator Admin Service (IPS), you will deliver efficient administrative support within Adults & Housing. Your role encompasses a diverse workload, managing data, producing key documents, and maintaining robust office systems, lead by example in prioritising tasks. whilst also being the first point of contact for enquiries and facilitating effective communication, maintaining data integrity, and upholding confidentiality.

Main Duties & Key Accountabilities

Handling enquiries through various mediums, ensuring resolution at first contact or forwarding messages to the appropriate individual for further action. Evaluating and addressing complex queries appropriately.

Performing data input and document creation utilising various organisational systems, including generating reports and recording minutes.
Maintaining computerised and manual filing systems, retrieving requested information, and ensuring data remains updated, including creating databases, spreadsheets, and providing reports when required.
Ensuring the availability of stationery and office consumables for distribution based on received requests.
Processing and receiving orders, raising invoices appropriately.
Handling and recording minor cash and cheque payments, managing a limited petty cash fund, updating reconciliation sheets, and utilising the e-banking platform.
Undertaking straightforward correspondence for others and performing minute-taking when necessary.
Maintaining current knowledge of corporate systems and standards while sharing relevant information with other team members.
Working flexibly to meet the needs of the service.
Assisting with allocating and prioritising tasks for team members while performing quality checks on the team's completed work.
Providing support to the team in the absence of the team leader occasionally deputising in their absence
Undertaking training of team members in office systems and procedures and health and safety requirements

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. ● 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	Knowledge of IT packages and using systems to support word processing and presentation of documents
	Basic knowledge of data protection implications
Skills And Ability	Ability to prioritise own workload and that of others, ensuring responsiveness to changing needs
	Ability to work flexibly and respond to changing priorities
	Good communication and interpersonal skills, both written and verbal, to engage with the public and build rapport with colleagues and service users.
	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 and the use of computerised systems
	Of dealing with a wide range of people in order to handle enquiries and resolve enquiries
Qualification	Formal IT training or equivalent experience
Special Requirements	This Position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.