

# Job Description and Person Specification

Role: Family Information Service Administrator



# Job Description

<b>Job Title</b>	Family Information Service Administrator
<b>Grade</b>	3
<b>Service</b>	Education and SEND
<b>Reports to</b>	Family Information Service and Data Manager Workforce Development Communication and Marketing Officer
<b>Location</b>	Broadgate House
<b>Job Evaluation Code</b>	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

To provide high quality administrative support to deliver against the statutory functions of the Family Information Service.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Address 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. To work under the direction of the Family Information Service Data Manager to ensure, files and directories in the Family Information Directory database are updated, accurate and reviewed regularly, ensuring all work undertaken adheres to and is fully compliant with General Data Protection Regulations (GDPR) and information governance requirements.
3. Maintain computerised and 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.
4. Responsible for maintaining supplies of stationery and marketing materials linked to the delivery of childcare entitlements distribution upon request.
5. To contact childcare providers on a regular basis to collect information and updates that will feed into the maintenance of an accurate database of childcare provision and activities for children from birth – 20, including information such as vacancies and costs in line with the Statutory duty for the Local Authority.
6. Receiving and processing payments and update of reconciliation sheets.
7. Handle straightforward correspondence on behalf of others and undertake minute taking as appropriate.
8. Maintain an up-to-date knowledge of corporate systems and standards and pass on information to other team members.
9. Assist in training of business service team members in office systems and procedures.

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

## Key relationships

External	Internal
Early Years Providers National Association of Family Information Services Childminders Schools Further Education/Training Providers Parents and Carers Adult Education and Family Learning Professional Family Facing Partners. E.g Health Visitors. Refugee and Migration Centre, Job Centre Plus	Early Years Quality and Standards Team Data Team Children's Services Family Hubs EY SEND Team Other City Council departments as required

## 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

<b>Job Evaluation Code</b>	X9069L
<b>Knowledge</b>	
Knowledge of the services provided by Local Government	
Knowledge of early years sector work	
Knowledge of bespoke IT packages and systems to support word processing and presentation of documents	
Health and Safety in relation to the office environment	
Knowledge of data protection regulations and implications	
Of equal opportunities issues in relation to delivering services to the public and in the workplace	
<b>Skills and Abilities</b>	
Ability to prioritise own workload and use initiative to solve minor issues within the working environment	
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 external agencies and establish rapport with colleagues and team members	
Ability to maintain confidentiality of information	
Ability to be able to train and guide team members	
Accurate data inputting skills	
Excellent organisational skills to maintain office systems and arrange meetings	
Ability to take and produce high quality minutes in the support of meetings	
<b>Experience</b>	
Of a wide range of clerical and administrative work	
Of using and maintaining IT systems and specialist database packages	
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 queries	

<b>Qualifications</b>
Formal IT qualification e.g. RSA, CLAIT, NVQ, ECDL or equivalent or relevant experience
GCSE Maths and English

<b>Date Created</b>	April 2024	<b>Date Reviewed</b>	June 2024
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