

Job Description and Person Specification



Job Description

Job Title	Enabler
Grade	3
Service	Children's Services
Reports to	Team manager, Looked After Children & Permanence Service
Location	Coventry City wide based at Broadgate House
Job Evaluation Code	



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 / Output

To provide appropriate administrative and practical support to a social work team manager; to assist in the overall provision of social work services.

Main Duties & Key Accountabilities

Core Knowledge

- To attend a range of meetings, including supervision with staff, and take comprehensive written notes
- To produce detailed and accurate written records of staff supervisions and other meetings attended, which follow the agreed departmental proformas
- To type up handwritten notes / transcribe audio notes into appropriate proformas
- To utilise relevant IT systems and data bases to record/ upload approved written records and minutes
- To assist a team manager to maintain an electronic diary and support with prioritising appointments, ensuring that relevant appointments correlate with the diary and availability of the enabler
- To use data bases and Excel to support the team manager to monitor, track and prioritise work that needs to be completed by members of the team, such as visits to children, meetings etc.
- To organise, and maintain efficient and confidential filing systems, both paper based and electronic,
- To support the team manager to use relevant IT systems to input and approve milage claims and information about staff absence from work.
- To support a team manager in getting to home visits, meetings and other venues, away from the office base
- When the team manager is absent, the expectation is that the enabler will support the other team members with clerical work such as filing, typing etc, that is allocated by the covering Team Manager. This is to ensure continuation of enabling the support for the designated individual requiring the enabler remains on track avoiding pressures on backlog on their return
- To always maintain confidentiality and comply with the requirements of the Data Protection Act 1984 and GDPR.
- The post holder will be responsible and accountable for carrying out all the duties and responsibilities of the post with due regard to the City Council's equal Opportunities Policy
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal

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

Job Evaluation Code	
Knowledge	
Knowledge of the services provided by Local Government, in particular Children's Services	
Knowledge of IT packages and systems to support word processing and presentation of documents	
Health and Safety in relation to the office environment	
Basic knowledge of data protection legislation and the implications of this	
Of equal opportunities issues in relation to delivering services to the public and in the workplace	
Knowledge of information management systems, in particular Liquid Logic or equivalent systems.	
Skills and Abilities	
Ability to prioritise own workload and that of others	
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 establish rapport with colleagues and team members	
Ability to maintain confidentiality of information	
Excellent organisational skills to maintain office systems and arrange meetings	
Ability to take and produce, accurate and comprehensive minutes of meetings	
Experience	
Of a wide range of clerical and administrative work	
Of using and maintaining computerised systems and software, such as MS Excel.	
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 enquiries	
Qualifications	
Formal IT qualification e.g., RSA, Clait, NVQ, ECDL or equivalent work-based experience	

GSCE English or equivalent
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	November 2022	Date Reviewed	November 2022
---------------------	---------------	----------------------	---------------

