



Coventry City Council

Job Description

Job Title:	Senior Administrator – Virtual School	Job Number:	X9069L
Service:	Education and Skills	Grade:	Grade 3
Location:	Friargate One		

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.

Job Purpose:

To provide high quality administrative and general office support to teams and individuals within the Coventry Virtual School, and across Education & Skills as required.

Main Duties and Responsibilities:

Service Support

1. Deal with enquiries, through various mediums (e.g. Face to Face, Telephone & Email), seeking to resolve queries at first contact, signposting to the relevant person for action, and using judgement as to when to pass on more complex issues
2. Produce documents, proof reading and formatting reports using MS Office.
3. Process new cases using dedicated IT systems and following process to meet statutory deadlines
4. Data input and indexing of documents using bespoke and corporate IT software packages
5. Maintain computerised filing systems, retrieving information as appropriate, and ensuring that information is accurate and kept up to date; including the creation and updating of spreadsheets.
6. Maintain an up to date knowledge of bespoke and corporate systems, digital skills and standards, and share information with other team members and service users
7. Responsible for maintaining and ordering supplies of stationery, resources and materials.
8. Raising purchase orders for goods and services and processing bulk payment runs.
9. Work with Virtual School team members to organise and administrate the running of events and projects for children.
10. Handle correspondence and allocate incoming ePost to service users.
11. Liaise with our in-house Printing Service to send external post
12. Organise and attend meetings with internal & external representatives and take meeting notes.
13. Maintain an understanding of the integrated Virtual School priorities and how they relate to individual areas of work.
14. Undertake training to develop knowledge and skills using available methods of learning in order to be effective in the job role.

People Management

15. Support to team members and service users in office systems and procedures

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

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, accidents, incidents, near misses, and any hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Head of the Coventry Virtual

Date Reviewed: January 2022

Updated:



Coventry City Council

Person Specification

Job Title:	Senior Administrator – Virtual School	Job Number:	X9069L
Service:	Education and Skills	Grade:	3
Location:	Friargate One		

Area	Description
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Knowledge:	• Knowledge of the services provided by Local Government
	• Knowledge of service area
	• Good knowledge of IT software packages
	• Basic knowledge of Health and Safety in the workplace
	• Good knowledge of Data Protection and GDPR
	• Good knowledge of equal opportunities in the workplace
	• Understanding of good customer care

Skills and Abilities:	• Excellent organisational and the ability to prioritise own workload
	• 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 train and give guidance to team members and offer clear explanations in relation to systems and procedures
	• Ability to deal with confidential information appropriately
	• Ability to record and interpret information accurately

Experience:	• A wide range of administrative work
	• Of using and maintaining computerised systems
	• Of a range of office systems and administrative work
	• Of producing a range of high quality documents
	• Of dealing with enquiries from a wide range of people, in order to resolve problems

Educational:	• Good standard of numeracy and literacy
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	• Willingness to undertake further training and develop knowledge and skills
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Special Requirements:	
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Date Reviewed: January 2022