

Job Description and Person Specification

Job Title

Learner Services Team Leader

Job Details	
Grade	4
Service	Skills, Employment and Adult Education
Location	Any location offering an Adult Education service
Job Evaluation Code	X9080L

Coventry City Council 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:
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
To provide and manage a high quality, professional, supportive and responsive administrative function within the Coventry Adult Education Service.

Key Responsibilities and Accountabilities			
Managing and actively monitoring and reporting on own allocated Service wide administrative processes			
Managing and actively monitoring staff who are maintaining Service wide functions and procedures, reporting outcomes to relevant managers e.g. preparing for and supporting enrolments, identifying and recording cover for admin sickness/holiday etc.			
Ensuring your team of Administrators provide a positive customer facing service to deal with enquiries from a range of internal and external stakeholders and provide learners with basic information, advice and guidance e.g. course times and venue.			
Ensuring that you and your team undertake data input (e.g. learner information, attendance, examination results, progression, destination) and document production using the range of systems in use within the organisation, ensuring confidentiality of all learner data is maintained.			
Ensuring that you and your team maintain accurate computerised and manual filing systems, retrieving information as requested, ensuring that information is kept up to date; to include creation of databases and/or spreadsheets (as appropriate) and providing information and reports as required.			
Ensuring that orders are placed and invoices raised, as appropriate and your team receive and process enrolment fees and other items via credit/debit card payments			
Leading on the allocation and prioritisation of work within your team, undertaking quality checks to ensure compliance with policy and procedures and external requirements.			
Ensuring that regular one to ones and Appraisals are undertaken with staff, including clear objective setting, managing performance and individual development.			
Overseeing the maintenance of supplies of stationery and other consumables required to maintain Adult Education programmes, as well as other additional items required upon request.			
Deputising in the absence of other Admin managers.			
Undertaking training of colleagues in office systems/software and procedures and health and safety requirements			
Working flexibly: may include working occasional evenings and weekends at different venues across the city eg to cover sickness, attend events/award ceremonies, promote the Service.			
Any other duties and responsibilities within the range of the salary grade.			

Key Relationships			
External:	Local residents, Community partners, external suppliers	Internal:	City Council services, Adult Education staff

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 undertake 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

a small team of senior administrators and apprentices

Person Specification

Requirements

Knowledge	Have some knowledge of the services provided by Adult Education and Coventry City Council
Knowledge	Have a good knowledge of Health and Safety and risk assessments in relation to the office environment
Knowledge	Have good knowledge of data protection and safeguarding implications
Skills And Ability	To organise and prioritise own workload and that of the team, with high levels of proactivity and initiative, only escalating to senior colleagues where necessary
Skills And Ability	Have high level communication and interpersonal skills, both written and verbal, to establish effective working relationships with team members, learners and other internal and external partners
Skills And Ability	Able to give guidance to team members and provide clear explanations in relation to systems and procedures
Skills and Ability	Able to work flexibly and respond to changing priorities including working occasional evenings and weekends

Experience	Dealing with a wide range of people in order to handle/resolve complex enquiries, day to day operational queries and challenging situations
Experience	Have substantial experience of administrative work and of using a wide range of office systems, both computerised and manual.
Qualification	English and maths qualification at Level 2
Qualification	Business administration qualification (desirable)
Special Requirements	None

Disclosure and Barring Service (DBS)	
Does the role require a DBS check? Yes	
Find out which DBS check is right for your employee - GOV.UK	
And if so, which type?	
Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>
Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input checked="" type="checkbox"/>

Declaration			
Reviewed/Created By:	Neil Murphy		
Job Title:	Business and Quality manager	Date:	28.8.25