

Job Description and Person Specification

Professional Support Service Apprentice

Job Details	
Grade	Apprentice
Service	Professional Support Service
Location	City
Job Evaluation Code	N/A

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>To provide basic operational support to services, teams and individuals within Children’s Services. Working to the overall objective of making a difference to improve the lives of Children, Families and Young People.</p>

Key Responsibilities and Accountabilities	
Undertake a range of admin tasks to support the work of a service/team or person	
Undertake word processing of documents e.g. letters, memos and completion of standard forms and templates	
Maintain computerised filing systems	
Input information on to databases to ensure that information is kept up to date	
Use a range of office equipment e.g. photocopiers, laminators, photocopyers	
Meet visitors and provide hospitality as necessary	
Attend training courses and develop knowledge and skills to be effective in the role.	
Photocopy, print, collate and distribute documentation	
Take accurate telephone messages and then ensure the approved process is followed for follow up activity	
Assist with keeping the office organised and maintain supplies of office equipment i.e. paper, toner, stationery etc.	
To fulfil the requirements to achieve the Business Administrator Level 3 Apprenticeship Standard	
Any other duties and responsibilities within the range of the salary grade.	

Key Relationships			
External:	CCC Partners Residents Carers	Internal:	CCC Employees CCC Services

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> • 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
N.A

Person Specification	
Requirements	
Knowledge	Basic knowledge of the services that are provided by Local Government and Children's Services.
Knowledge	Basic knowledge of IT applications e.g. word, excel or data input.
Knowledge	Understanding of how to provide good customer care.
Skills And Ability	Keyboard skills and the ability to undertake training in word processing.
Skills And Ability	Communication skills to take information from people and give out information on the telephone and face to face
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Able to work accurately to follow procedures and undertake straight forward arithmetic calculations
Skills And Ability	Able to work to deadlines
Experience	No previous experience is required
Qualification	Maths and English GCSE 4/C or above (Or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship
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).

Disclosure and Barring Service (DBS)
Does the role require a DBS check? Find out which DBS check is right for your employee - GOV.UK
And if so, which type?



Coventry City Council

Basic Check <input type="checkbox"/>	Standard Check <input checked="" type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>
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Declaration			
Reviewed/Created By:	Sheila Bates		
Job Title:	Professional Support Service Manager	Date:	01/04/2026