

Job Description and Person Specification

Role: Apprentice Project Officer



Job Description

Job Title	Apprentice Project Officer
Grade	Apprentice
Service	Adult Social Care Commissioning
Reports to	Commissioning Manager (Older Adults)
Location	Flexible
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

You will play a pivotal role in the support and delivery the Adult Commissioning Team's International Recruitment project. Working with colleagues in the team internal and external partners who are supporting internationally recruited care workers. You will be involved in a range of tasks, such as facilitating events, managing data and providing administrative and project support to the project.

Main Duties & Key Accountabilities

Core Knowledge

- Participate in organising and facilitating the Adult Commissioning Team's regular virtual and face to face events with adult social care providers and internationally recruited workers.
- Assist the project team with administrative tasks such as: note taking, organising events and communication with internal and external stakeholders.
- Understand and assist with the development, recording and inputting of data via our internal database including customer information for events and workshops according to GDPR laws.
- Support colleagues to deal with enquiries via email and telephone calls in a timely manner and consult with commissioning team colleagues to solve customer/provider queries.
- Interact with adult social care partners such as: adult health and social care providers, international recruits, Coventry Migration and Refugee Team, Modern Slavery Lead and all other stakeholders and partners with an interest in the recruitment and welfare of internationally recruited social care workers.
- Building connections and working with organisations and individuals to understand local needs and gather intelligence to influence support options.
- Have 1:1 interaction (supported by colleagues) with current and previous internationally recruited care workers to understand their needs and aspirations.
- Assist with taking part in team meetings and raising any new opportunities with Commissioning Management Team.
- Engage in high quality customer service to meet & greet customers and visitors including employers and assist the team as and when required.
- Assist the adult social care commissioning team in facilitating recruitment events when required, including interacting with employers and those international workers looking to change jobs and sponsorships.
- Develop knowledge of our internal client database and deal with customer registrations under the GDPR laws.
- To assist with recording and completing tasks undertaken and agreed by manager.
- Report any issues to management in a safe and concise manner.
To prepare for and attend supervision with management.

- Complete mandatory training according to Coventry City Council including GDPR, Data Protection and Health & Safety.
- 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 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 interfere with intentionally or recklessly or misuse anything provided in the interests of health, safety, and welfare.
- To report to their manager any health and safety concerns, 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 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 performing 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.

Key relationships

External Service providers/organisations delivering social care services Health care providers Modern Slavery Lead Neighbouring local authorities	Internal Adult Social Care colleagues Coventry Migration and Refugee Team Insight Team
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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	
<ul style="list-style-type: none"> • A basic understanding desirable of internationally recruited care workers, their experience, and the potential barriers they may face. 	
<ul style="list-style-type: none"> • Knowledge of IT packages and systems to support word processing, record keeping and presentation of documents. 	
<ul style="list-style-type: none"> • Hold a basic understanding of data protection and its implications. 	
<ul style="list-style-type: none"> • Knowledge and understanding of diverse cultures and languages would be an advantage but not essential. 	
Skills and Abilities	
<ul style="list-style-type: none"> • Good verbal and written communication skills. 	
<ul style="list-style-type: none"> • To be able to provide customer service in a frontline environment and via telephone & e-mail. 	
<ul style="list-style-type: none"> • Be able to keep organised and good attention to detail. 	
<ul style="list-style-type: none"> • Basic IT skills such as using Microsoft Office (Excel, Word, PowerPoint, and Outlook etc.). 	
<ul style="list-style-type: none"> • Ability to complete tasks and work to deadlines. 	
<ul style="list-style-type: none"> • Ability to work sensitively with a range of service users with complex and challenging needs. 	
<ul style="list-style-type: none"> • Ability to maintain confidentiality. 	
<ul style="list-style-type: none"> • Ability to use own initiative & work independently and within a team. 	
Experience	
<ul style="list-style-type: none"> • Basic customer service experience would be desirable but not essential. 	
Qualifications	
<ul style="list-style-type: none"> • Maths and English GCSE 4/C or above. 	
<ul style="list-style-type: none"> • Ability to complete Business Administrator Level 3 Apprenticeship Standard. 	
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	11/09/2024	Date Reviewed	N/A
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