

# Job Description and Person Specification

## Senior Administrator

| Job Details         |                    |
|---------------------|--------------------|
| Grade               | 3                  |
| Service             | Coventry Music     |
| Location            | Friargate, Floor 9 |
| Job Evaluation Code | X9069L             |

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

| Job Purpose                                                                                                                              |
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| <p>To provide a high quality administrative and general office support to services, teams and individuals within Education and SEND.</p> |

| Key Responsibilities and Accountabilities |                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                        | Deal with enquiries, through varying mediums (e.g. Face to Face, Telephone & Email), ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues. |
| 2.                                        | Document production, proof reading and formatting reports using bespoke and corporate IT software packages.                                                                                                                                                                                                       |
| 3.                                        | Data input and indexing using bespoke and corporate IT software packages.                                                                                                                                                                                                                                         |
| 4.                                        | Maintain computerised filing systems, retrieving information as requested, and ensuring that information is kept up to date including the creation of spreadsheets.                                                                                                                                               |
| 5.                                        | 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.                                                                                                                                                 |
| 6.                                        | Responsible for maintaining and ordering supplies of stationery, specialist resources and materials.                                                                                                                                                                                                              |
| 7.                                        | Place and receipt orders and raise invoices as appropriate.                                                                                                                                                                                                                                                       |
| 8.                                        | Handle a small amount of petty cash and update reconciliation sheets.                                                                                                                                                                                                                                             |
| 9.                                        | Handle straightforward correspondence and allocate e-post to team/service users.                                                                                                                                                                                                                                  |
| 10.                                       | Work Flexibly to meet the needs of the service.                                                                                                                                                                                                                                                                   |
| 11.                                       | Assist with the allocation and prioritisation of work within the Admin Team.                                                                                                                                                                                                                                      |
| 12.                                       | Undertake training and support to all team members in office systems and procedures.                                                                                                                                                                                                                              |
| 13.                                       | Any other duties and responsibilities within the range of the salary grade.                                                                                                                                                                                                                                       |

| Key Relationships |                                                                                     |           |                                      |
|-------------------|-------------------------------------------------------------------------------------|-----------|--------------------------------------|
| External:         | Schools<br>Parents<br>Self-employed tutors<br>Funded partners<br>External suppliers | Internal: | Colleagues across Education and SEND |

| Standard Information |
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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

N/A

### Person Specification

#### Requirements

|                    |                                                                                                                                                                         |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Knowledge          | Knowledge of the services provided by Local Government                                                                                                                  |
| Knowledge          | Knowledge of service area                                                                                                                                               |
| Knowledge          | Knowledge of IT packages and systems to support word processing and presentation of documents                                                                           |
| Knowledge          | Health and Safety in relation to the office environment                                                                                                                 |
| Knowledge          | Knowledge of data protection implications                                                                                                                               |
| Knowledge          | Of equal opportunities issues in relation to delivering services to the public and in the workplace                                                                     |
| Skills And Ability | Ability to prioritise own workload and that of others                                                                                                                   |
| Skills And Ability | Ability to work flexibly and respond to changing priorities                                                                                                             |
| Skills And Ability | 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 |
| Skills And Ability | Ability to maintain confidentiality of information                                                                                                                      |
| Skills And Ability | Ability to be able to train and guide team members in office procedures                                                                                                 |
| Skills And Ability | Excellent organisational skills                                                                                                                                         |
| Skills And Ability | Excellent ICT skills to update and maintain office systems                                                                                                              |
| Experience         | Of a wide range of clerical and administrative work                                                                                                                     |

|                      |                                                                                                                                                                                                                                                  |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Experience           | Of using and maintaining computerised systems                                                                                                                                                                                                    |
| Experience           | Of proof-reading and formatting a range of high quality word processed documentation e.g. reports                                                                                                                                                |
| Experience           | Of dealing with a wide range of people in order to handle enquiries and resolve enquiries                                                                                                                                                        |
| Qualification        | GCSE Maths and English at Level 4/C                                                                                                                                                                                                              |
| 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). |

| Declaration          |                     |       |                 |
|----------------------|---------------------|-------|-----------------|
| Reviewed/Created By: | Mark Steele         |       |                 |
| Job Title:           | Coventry Music Lead | Date: | 09 October 2025 |