

# Job Description and Person Specification

**Role:** Governor Support Service Apprentice



## Job Description

<b>Job Title</b>	Governor Support Service Apprentice
<b>Grade</b>	Apprenticeship
<b>Service</b>	Governor Support Service
<b>Reports to</b>	Governor Support Manager
<b>Location</b>	Friargate, Floor 9
<b>Job Evaluation Code</b>	N/A



## 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

To support the delivery of effective governance of schools within the city through administrative support and to be the named point of contact within the team for a number of schools.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Provide high quality support for governing board meetings, ensuring the highest standards of governance are applied to the team's work, and providing basic procedural advice to governors.
2. Support with the servicing governing board meetings. Assist with taking notes at some meetings and processing questions, actions and other procedural information.
3. Assist with preparing agendas and associated documents to support a named number of meetings being covered by the casual clerking team.
4. Assist with preparing draft minutes for completion by team members.
5. Assist with preparing meeting minutes on time for the meetings attended, with quality checks carried out on these.
6. Update Governor with membership information, attendance information and assist with pulling reports from the system when required.

### Innovation and Challenge

7. Assist in monitoring and promoting good practice in governance across the city.
8. Develop an understanding of customer needs and expectations.
9. Assist with the monitoring and achievement of service delivery targets set within the team plan and in annual appraisal objectives, taking an active role in the establishment of these targets.
10. Help seek and collate benchmarking and customer satisfaction information.

## **People**

11. Proactively contribute to team performance through maintaining a flexible approach to tasks, providing input to continuous improvement and being receptive to change.
12. Help to identify the job holders' own training and development needs and look for opportunities to meet these needs.
13. Take an active role in the establishment of the jobholder's annual appraisal objectives and targets.

## **Financial Management**

14. Apply the principles and practices of the Value for Money initiative and demonstrate cost consciousness at all times.

## **Communication and Influence**

15. Work with other teams in the People Directorate and other Directorates as appropriate.

## **Equalities and Diversity**

16. Promote the equalities and diversity agenda in the workplace and in service delivery, including the conduct and review of Equality Impact Assessments.

## **Other**

17. Work on specific projects within the People Directorate as required.
18. Be familiar with customer care and health and safety policies of the Council/directorate.
19. Ensure corporate protocols and policies are followed including procurement of goods and services.
20. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal
Governing Boards, Trust Boards and Local Governing Boards, Chairs of Governors, Headteachers and other appropriate school leaders	Members of the Governor Support Service and wider members of the Education and Improvement Service

## 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

<b>Job Evaluation Code</b>	N/A
<b>Knowledge</b>	
A basic knowledge of the services that are provided by Local Government	
<b>Skills and Abilities</b>	
Good written and verbal communication	
Builds effective working relationships with people	
Ability to use technological applications (word processing, spreadsheets, email, internet)	
Ability to work well in a team, demonstrating commitment to colleagues, team objectives and collaborative working	
Able to respond to changing priorities and demands in work	
Understands the need to demonstrate value for money	
<b>Experience</b>	
Experience of producing clear and well-structured written work	
<b>Qualifications</b>	
Maths and English GCSE 4/C or above (or equivalent) or the ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship	
<b>Special Requirements</b>	
Ability to complete Business Administrator Level 3 Apprenticeship	
This post requires some evening working. Time off in lieu is given for this	
A willingness to undertake further training	

<b>Date Created</b>	July 2023	<b>Date Reviewed</b>	July 2023
---------------------	-----------	----------------------	-----------