



Coventry City Council

Job Description

Post:	Operational Support Apprentice	Job Number:	
Service:	Children's Services	Post Number:	
Location:	City	Grade:	Apprentice

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.

Job Purpose:

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.

Main Duties and Responsibilities:

- Undertake a range of admin tasks to support the work of a service/team or person
- Take accurate telephone messages and ensure that they are passed on to the relevant person
- Undertake word processing of documents e.g. letters, memos and completion of standard forms and templates
- Maintain computerised and manual 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
- Assist with keeping the office organised and maintain supplies of office equipment i.e. paper, toner, stationery etc.
- Meet visitors and provide hospitality as necessary
- Attend training courses and develop knowledge and skills
- Sort, distribute and log incoming mail and assist with sending mail
- Collect and make deliveries of documentation to and from other offices
- Photocopy, print, collate and distribute documentation
- To fulfil the requirements to achieve the Business Administrator Level 3 Apprenticeship Standard
- A willingness to attend training courses to develop knowledge and skills as appropriate and needed within Children's Services using available methods of learning in order to be effective in the job role.
- 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 in particular 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 intentionally or recklessly interfere with 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 in particular 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 carrying out 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.

Responsible for:

Responsible to: Operational Support Manager/Operational Support Team Leader

Date Reviewed:

Updated: October 2022



Coventry City Council

Person Specification

Post:	Operational Support Apprentice	Job Number:	
Service:	Children's Services	Post Number:	
Location:	Citywide	Grade:	Apprentice

Area	Description
------	-------------

Knowledge:	• Basic knowledge of the services that are provided by Local Government and Children's Services.
	• Basic knowledge of office procedures.
	• Basic knowledge of IT applications eg word, excel or data input.
	• Understanding of how to provide good customer care.
	• Basic knowledge of equal opportunities in the workplace
	• Basic knowledge of Data Protection issues in an office environment

Skills and Abilities:	• Keyboard skills and the ability to undertake training in word processing.
	• Communication skills in order to take information from people and give out information on the telephone and face to face
	• Able to work accurately to follow procedures and undertake straight forward arithmetic calculations
	• Able to work to deadlines
	• Ability to operate a range of office equipment e.g. photo copier, fax
	• Ability to maintain confidentiality of information

Experience:	• No previous experience is required
--------------------	--------------------------------------

Educational:	• 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
	• Ability to complete Business Administrator Level 3 Apprenticeship Standard

Special Requirements:	• Willingness to undertake appropriate training to develop relevant knowledge and skills
	• 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).