

Job Description and Person Specification



Job Description

Job Title	School Organisation Assistant
Grade	Grade 3
Service	School Organisation (Admissions)
Reports to	Appeals and Policy Officer
Location	Broadgate House Floor 5
Job Evaluation Code	1003937 / L3501D



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 / Output

To provide efficient support for the specific operational areas of school admissions, appeals, transport and school organisation matters

Main Duties & Key Accountabilities

Core Knowledge

- To maintain an up to date knowledge of policy and procedures for admissions, appeals, transfers, and organisation in order to advise parents/carers and schools.
- To be the first point of contact for schools, parents/carers and the general public with enquiries and to respond appropriately.
- Process applications from parents and carers for school admissions/transfers/appeals/transport in accordance with statutory legislation and City Council policies.
- Input applications onto the Capita One database creating and updating records and producing weekly reports for schools and managers and confirmation letters for parents, as appropriate.
- Review and update parents and carers home to school transport benefits in accordance with statutory legislation and City Council policy.
- Ensure weekly and monthly returns for external agencies are processed and accurate records are kept of all travel passes issued.
- Undertake a range of administrative and financial duties including processing applications and data, reports and schedules, word processing and IT based tasks as required.
- Contribute to the production, publication and distribution of statutory and non-statutory documentation and information.
- To attend and minute stakeholder and public consultation meetings and events relating to school organisation and admissions functions.
- Maintain records of consultation responses.
- To support managers in the organisation and accurate recording of consultation meetings and the production and distribution of accurate minutes.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Staff in schools Admissions staff in other local authorities	Internal Data team and Business Systems staff Capital Strategy team, Attendance and Inclusion, Virtual School, Ethnic Minority Achievement Service staff, Early Years staff, Special Educational Needs officers; staff in other directorates including social care, children's services, legal services
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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

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Knowledge	
A good understanding of the service area	
Awareness of confidentiality and data protection at all times	
Understanding of customer care principles	
Database systems	
Basic office procedures	
Skills and Abilities	
Good listening skills	
To receive and record information, inputting data on database.	
Practical level of IT skills to use a range of packages to complete operational processes	
To have good interpersonal skills and the ability to communicate to parents, team members and staff in schools	
To have the ability to work to deadlines and produce accurate work under sustained pressure.	
Ability to follow recognised procedures and adhere to statutory and discretionary policies	
Ability to take and produce accurate minutes	
Good standard of numeracy and literacy	
Experience	
Undertaking a range of administrative tasks	
Practical experience of using various IT packages e.g. WORD, EXCEL	
Working as part of a team.	

Qualifications

A good standard of general education including qualification in English and mathematics

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**Date Reviewed**

January 2025