

Job Description and Person Specification



Job Description

Job Title	Senior Administrator (Multiply Project)
Grade	3
Service	Adult Education Service
Reports to	Howard Croft
Location	Southfields Old School
Job Evaluation Code	A5894



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 support delivery, monitoring and reporting of Coventry City Council's Make Your Money Work project within the Employment & Skills Service. This is a new initiative to increase knowledge, confidence and skills in financial literacy among adults within community settings. The funding allocation is via the West Midlands Combined Authority (WMCA) as part of central government investment in a Multiply Fund to improve numeracy skills among the adult population. The provisional funding allocation is circa £650k until 31st March 2025. This part time role will include assisting with project set up activities, responding to enquiries from learners, tutors and partners, assisting with tracking engagement and achievement of project beneficiaries; in order to meet outputs and outcomes outlined in the project proposal submitted to West Midlands Combined Authority (WMCA).

Main Duties & Key Accountabilities

Core Knowledge

- Assist the Project Manager with course registration, student enrolment, retention, achievement and progression
- Act as secretariat for any project team meetings
- Answer incoming phone/email enquiries and give general information/signposting ensuring that good levels of customer service are adhered to at all times
- Deal with enquiries from students, tutors and partners relating to project activities
- Support with data collection through the Individualised Learner Record (ILR) and other systems ensuring effective monitoring
- Assist colleagues in the preparation of publicity, newsletters, reports, press releases relating to project activities and outcomes
- Create and maintain project evidence file
- Completion, monitoring and progressing of purchase orders via Business World system as directed by the Project Manager
- Engage in Continuous Professional Development and Performance Review procedures
- 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

Key relationships

External	Internal

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: N/A

Staff managed by postholder:

Person specification

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Knowledge	
Knowledge of the importance of customer service in relation to adults returning to education	
Understanding of needs and interests of adult learners engaging in life-long learning and the delivery of high-quality education for adults	
Knowledge of financial literacy including personal financial management, budgeting, and investing	
Knowledge of data protection regulations and implications	
Skills and Abilities	
High level of communication and interpersonal skills, both written and verbal to deal with members of the public and external agencies and establish rapport with colleagues and team members	
Ability to establish and maintain effective working relationships across a wide and diverse range of stakeholders	
Maintain computerised and filing systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required	
Ability to prioritise own workload and use initiative to solve minor issues within the working environment	
Responsible for maintaining supplies of stationery and other office consumables for distribution upon request	
Maintain an up-to-date knowledge of corporate systems and standards and pass on information to other team members	
Any other duties and responsibilities within the range of the salary grade	
Experience	
Experience of a customer service environment, dealing with a wide range of people in order to handle enquiries and resolve queries	
Experience of working in an administrative position preferably within an education setting	
Experience in the preparation of promotional materials	

Experience of promoting equality and diversity
Experience in developing and maintaining an effective database/tracking systems
Qualifications
Maths and English at GCSE Grade C or above (or equivalent)
Qualification in Information Advice and Guidance at Level 2 (or above)
Formal IT qualification e.g. RSA, CLAIT, NVQ, ECDL, EDSQ or equivalent
Special Requirements

Date Created	9 th November 2022	Date Reviewed	9 th November 2022
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