

<b>Job Title:</b>	Business Support / Senior Administrative Officer	<b>Job Number:</b>	D92920D
<b>Directorate:</b>	Business, Investment & Culture	<b>Post Number:</b>	1036323
<b>Service:</b>	Sport Culture & Destination	<b>Grade:</b>	Grade 5
<b>Location:</b>	Friargate, City Centre		

**Job Purpose:**

Responsible for the provision of administrative and general office support to the Sports, Culture and Destination Service where required, in accordance with Service priorities.

**Main Duties and Responsibilities:**

1. Provide close administrative support to the Head of Service, and actively manage the calendar of the Head of Service, arranging meetings according to agreed priorities, liaising with administrative staff in other parts of the Council as required meetings.
2. Deal with public and stakeholder enquiries to the Service as required, through varying mediums, 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 to senior colleagues more complex issues.
3. Maintain a Service register of customer comments, compliments and complaints for, coordinating responses from appropriate team members, wider Council colleagues and partners/contractors as applicable.
4. Maintain a Service register for Freedom of Information requests, coordinating Service responses, ensuring compliance with Directorate, Corporate and statutory standards.
5. Create, maintain and manage a range of calendars, trackers and data sources, to support the work of the Service.
6. Identify, research, structure and communicate information as required by the Service, for a variety of purposes.
7. Provide administrative support for a variety of meetings in the Service, including external partnerships and internal staff meetings, project meetings and technical briefings.
8. Provide administrative support to grant schemes in the Service, ensuring the maintenance and management of key systems and efficient management of Panel meetings and/or Cabinet Member briefings.
9. Maintain an up to date knowledge of corporate systems and standards, IT systems and workflow processes, to ensure consistency in administration, sharing information with others within the

Service and creating, reviewing, revising, developing, improving and maintaining systems and procedures as required for continuous improvement.

10. Liaise with Business Services to ensure consistency and continuity of quality support services; including coaching and mentoring of team members and other colleagues in relation to systems and processes.
11. To support the wider Service at key events as agreed with the Head of Service and commensurate with the grade of the post.
12. Lend support to e-procurement processes and administration of finance functions within the Service, ensuring accuracy and security.
13. Any other duties and responsibilities within the range of the salary grade.

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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 Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** Head of Service

**Date Reviewed:** September 2020

**Updated:**

September 2020

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>Knowledge of the roles different organisations play in the Sport, Culture &amp; Destination service area.</li> </ul>
	<ul style="list-style-type: none"> <li>An understanding of the work, funding and policies of key partner organisations within the sports, culture and destination sectors.</li> </ul>
	<ul style="list-style-type: none"> <li>A good understanding of modern local government and the services provided by local authorities, particularly relating to corporate performance, social inclusion and working through partnerships.</li> </ul>
	<ul style="list-style-type: none"> <li>A good understanding and knowledge of ICT packages to produce high quality documents including reports, presentations and financial records.</li> </ul>
	<ul style="list-style-type: none"> <li>Good knowledge of Data Protection and Freedom of Information procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>Good knowledge of Equal Opportunities issues within the workplace.</li> </ul>
	<ul style="list-style-type: none"> <li>Good knowledge of a range of office systems and working procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>A good understanding of Customer Care principles and practice.</li> </ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Excellent organisational skills including time management of self and others to establish priorities to ensure that tasks/duties are managed effectively.</li> </ul>
	<ul style="list-style-type: none"> <li>High level of IT skills to ensure precision and accuracy.</li> </ul>
	<ul style="list-style-type: none"> <li>High level of interpersonal skills in order to establish effective working relations within the team and with customers.</li> </ul>
	<ul style="list-style-type: none"> <li>Comprehensive support function skills including minute taking, scheduling and organising inward and outward correspondence, keeping and organising records and files.</li> </ul>
	<ul style="list-style-type: none"> <li>Accuracy in written and numerical work.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to motivate and manage others within defined teams and roles.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to deal with confidential information appropriately.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to analyse, interpret and evaluate information accurately.</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>Flexible and responsive to change, evaluating and formulating solutions.</li> </ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>Working with a range of IT databases and Microsoft applications.</li> </ul>
	<ul style="list-style-type: none"> <li>Producing a range of high quality word-processed documents, presentations and spreadsheets.</li> </ul>
	<ul style="list-style-type: none"> <li>Working as part of a flexible cross-functional team</li> </ul>
	<ul style="list-style-type: none"> <li>Handling a varied and busy workload with conflicting demands and timescales.</li> </ul>
	<ul style="list-style-type: none"> <li>Experience of handling confidential, contentious and sensitive information.</li> </ul>
	<ul style="list-style-type: none"> <li>Prioritising own workload and using own initiative to resolve issues.</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>Literate and numerate</li> </ul>
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>Able to work to work flexibly in relation to hours, including, unsociable hours, evenings, weekends, bank holidays and occasional overnight stays.</li> <li>Ability to travel to meetings and events around the Coventry area, and occasionally more widely regionally and nationally.</li> </ul>

**Date Reviewed:** September 2020

**Updated:** September 2020