

Job Description and Person Specification

Administrative Officer

Job Details	
Grade	5
Service	Occupational Hlth, Safety & Wellbeing
Location	City Wide
Job Evaluation Code	P1058D

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

As Team Leader, you will lead the administrative functions within the Occupational Health, Safety & Wellbeing team, ensuring confidentiality and efficiency. Your role encompasses supervising a clerical team, managing financial and administrative systems, and contributing to service improvement through data analysis. You will also support policy development and maintain high ethical standards, fostering a collaborative and adaptable team environment. Your expertise will be pivotal in enhancing our service delivery to Coventry's diverse community.

Main Duties & Key Accountabilities

Coordinating the admin support team's daily activities, ensuring adequate training and adherence to professional standards
Overseeing budget management, processing financial transactions, and ensuring timely recovery of income from various sources
Facilitating health promotion programmes, managing event participation, and handling information dissemination and collection
Developing systems to generate relevant statistics for service improvement and meeting external and internal data requests
Managing records in compliance with Data Protection and Freedom of Information acts
Providing comprehensive administrative support to the manager, including reception duties, handling enquiries, documenting meetings, and maintaining the Corporate Intranet
Updating staff on corporate procedure changes, managing non-routine enquiries, and overseeing time recording and stationery supplies
Conducting internal audits of occupational health reports and systems to ensure quality and compliance
Coordinating ill health retirement processes and liaising with pension funds to facilitate smooth transitions
Organising First Aid courses, ensuring compliance with HSE guidelines, and managing the Recall Register for certifications
Overseeing the medical record system, maintaining contract and leaver files for the Occupational Health and Counselling Service
Performing additional duties as required, aligning with the job's salary grade and contributing to the team's objectives

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

2 x Grade 3 and 1x Grade 2

Person Specification

Requirements	
Knowledge	Have awareness of confidentiality requirements in a medical setting
	Possess understanding of medical and counselling services administration
Skills And Ability	Have the ability to communicate effectively with all organisational levels, including within a team environment
	Possess analytical skills to evaluate trends and improve services
	Have accurate keyboarding skills and be competent in recording and relaying messages
	Work methodically, multitask, and maintain a positive team approach
	Be skilled in the use of office technology and financial processes
Experience	Have experience in a busy, confidential environment and be adaptable

	Have experience in auditing occupational health and counselling management systems
Qualification	Possess numeracy and literacy skills at a demonstrable level
Special Requirements	Be able to work flexible hours as required by the role
	Be committed to the values of diversity and inclusion, and to maintaining professional and ethical standards