Coventry City Council

Job Description and Person Specification

Admin Team Leader Ad Sv (IPS)

Job Details	
Grade	GRD4
Service	Provided Services
Location	City Wide
Job Evaluation Code	X9080L

About Coventry City Council

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:
Open and fair: We are open, fair and transparent.
Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.
Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.
Create and innovate: We embrace new ways of working to continuously improve the services we offer.
Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.
Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

As Admin Team Leader Admin Service (IPS), you will lead administrative support within Adults & Housing, ensuring efficient delivery and adherence to standards. Your role involves managing and developing a skilled team, prioritising tasks, maintaining robust office systems and procedures. You will foster a culture of excellent customer care while handling sensitive information with the utmost discretion. Your guidance will be pivotal in developing team capabilities and driving continuous improvement in office systems and procedures.

Main Duties & Key Accountabilities

Managing enquiries through various mediums, ensuring resolution at first contact, while exercising judgement on complex issues

Managing computerised and manual record-keeping systems, ensuring timely data retrieval and maintenance, providing reports, including database and spreadsheet creation
Maintaining current knowledge of corporate systems and standards and procedures and disseminating to the team, providing system feedback
Handling correspondence, taking detailed minutes, and ensuring administrative consistency across the service
Maintaining administrative processes to ensure they are robust and fit for purpose
Developing expertise in IT systems and workflow processes, and implementing improvements to enhance service responsiveness
Working flexibly to align with service demands, demonstrating adaptability and commitment to service objectives, prioritise own and team workload
Leading, supervising the team, setting work priorities, maintaining quality standards, managing staff resource allocation, occasionally deputising in absence of the admin team manager
Conducting regular one-to-one meetings, appraisals, setting clear objectives, fostering individual development for service resilience, inducting and training of admin staff

Key Relationships	
External:	Any customer, citizen or organisation outside of Coventry City Council
Internal:	Any employee or team within Coventry City Council

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.
● attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
● any other duties and responsibilities within the range of the salary grade.

Responsible for

Senior Administrators and Admin Assistant

Person Specification

Requirements	
Knowledge	Possess knowledge of a range of office systems and administrative procedures
	Proficient in using Microsoft Office suite and other relevant software for administrative tasks.
Skills And Ability	Ability in organising and prioritising own and team workload, manage priorities, resolve conflicts, handle confidential information
	Possess excellent communication skills to establish effective working relationships and address and resolve complex customer needs
	Ability to analyse, evaluate and accurately record and interpret information
	Possess people skills in supervising a team, identifying training needs, supporting and guiding team members
Experience	Experience in an administrative role, particularly within a public sector or similar environment
	Experience of producing a range of high quality documents and presentations and minutes
Qualification	Formal IT training or equivalent experience
Special Requirements	This Position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.