



Coventry City Council

Job Description

Post:	Project Administrator (Multiply Programme)	Job Number:	
Service:	Adult Education Service	Post Number:	
Location:	Southfields Old School	Grade:	3

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.

Job Purpose:

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, starting October 2022. 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 to 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 as outlined in the project proposal submitted to West Midlands Combined Authority (WMCA) Multiply Investment Plan (MIP).

Main Duties and Responsibilities:

- 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 BusinessWorld 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

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce 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: Project Manager (Multiply), Adult Education, Employment & Skills

Date Reviewed:

Updated:



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• Knowledge of the importance of customer service in relation to adults returning to education
	<ul style="list-style-type: none">• Understanding of needs and interests of adult learners engaging in life-long learning and the delivery of high-quality education for adults
	<ul style="list-style-type: none">• Knowledge of financial literacy including personal financial management, budgeting, and investing
	<ul style="list-style-type: none">• Knowledge of data protection regulations and implications

Skills and Abilities:	<ul style="list-style-type: none">• 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
	<ul style="list-style-type: none">• Ability to establish and maintain effective working relationships across a wide and diverse range of stakeholders
	<ul style="list-style-type: none">• 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
	<ul style="list-style-type: none">• Ability to prioritise own workload and use initiative to solve minor issues within the working environment
	<ul style="list-style-type: none">• Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
	<ul style="list-style-type: none">• Maintain an up-to-date knowledge of corporate systems and standards and pass on information to other team members
	<ul style="list-style-type: none">• Any other duties and responsibilities within the range of the salary grade

Experience:	<ul style="list-style-type: none">• Experience of a customer service environment, dealing with a wide range of people in order to handle enquiries and resolve queries
	<ul style="list-style-type: none">• Experience of working in an administrative position preferably within an education setting
	<ul style="list-style-type: none">• Experience in the preparation of promotional materials
	<ul style="list-style-type: none">• Experience of promoting equality and diversity



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	<ul style="list-style-type: none"> • Experience in developing and maintaining an effective database/tracking systems
Educational:	<ul style="list-style-type: none"> • Maths and English at GCSE Grade C or above (or equivalent)
	<ul style="list-style-type: none"> • Qualification in Information Advice and Guidance at Level 2 (or above)
	<ul style="list-style-type: none"> • Formal IT qualification e.g. RSA, CLAIT, NVQ, ECDL, EDSQ or equivalent
Special Requirements:	This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment

Date Reviewed:

Updated: