

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Operational Support Assistant
<b>Grade</b>	2
<b>Service</b>	Children's Services
<b>Reports to</b>	Operational Support Team Leader/ Operational Support Manager
<b>Location</b>	City Wide
<b>Job Evaluation Code</b>	X9050L



## 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 provide good quality support to services, teams and individuals within Children's Services,

To support with Improvement and Ofsted priorities in Children's Services, whilst continuously working to the overall objective of making a difference to improve the lives of Children, Families and Young People.

## Main Duties & Key Accountabilities

### Core Knowledge

- Deal with enquiries, through various mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action.
- Undertake data input and document production using the range of systems in use within the organisation including reports and minutes e.g. Multi Agency Strategy discussions.
- Maintain a working understanding of information management systems used within Children's Services
- Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date
- Responsible for handling, processing and distribution of all mail as directed
- Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
- Place and receipt orders, and raise invoices as appropriate
- Receiving and processing small amounts of cash and cheque payments, including operating a small amount of petty cash and update of reconciliation sheets
- Undertake Note taking for meetings as appropriate
- Attend training courses to develop knowledge and skills as appropriate and needed within Children's Services using available methods of learning in order to be effective in the job role.
- Understand the sensitivities and implications of accessing and dealing with sensitive and personal information relating to Children and Young People on a daily basis, ensuring personal data protection training is kept up to date.
- Any other duties and responsibilities within the range of the salary grade

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## Key relationships

<b>External</b> Health Education Police Probation Housing Department of work and pension Other Local Authorities Charities including third sector agencies	<b>Internal</b> MASH Partners Area Social Work Teams Early Help Colleagues Human Resources Finance Colleagues Customer Services Colleagues Adults Services
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## 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:

Staff managed by postholder:

N/A



## Person specification

<b>Job Evaluation Code</b>	X9050L
<b>Knowledge</b>	
Basic knowledge of services that are provided by Local Government and Children's Services.	
Basic knowledge of Data Protection issues in an office environment	
Knowledge of a range of IT applications e.g. word, excel, mail	
Basic understanding of how to provide good customer care	
Basic understanding of Health and Safety requirements in relation to the office environment	
Basic knowledge of Equal Opportunities issues in the workplace	
Basic knowledge of information management systems in particular Liquid Logic	
<b>Skills and Abilities</b>	
Keyboard skills and the ability to undertake training in a variety of IT systems	
Good communication skills in order to take information from people and answer queries, provide information to others on the telephone and face to face	
Good level of accuracy for word processing and input/retrieval of information and organising meetings	
Able to work to deadlines using judgement to organise workload	
Able to undertake arithmetic calculations e.g. those associated with the completion of invoices	
Ability to maintain confidentiality of information	
Able to take notes and action points in the support of meetings	
<b>Experience</b>	
Experience of dealing with people to answer enquiries and to work well within a team	
Of the use of office equipment	
Of a variety of clerical tasks	
Using systems to input and retrieve information	

Undertaking word processing to produce a range of document types
<b>Qualifications</b>
Literacy and numeracy skills to undertake word processing of a range of documents and to undertake arithmetic calculations
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>• Willingness to undertake appropriate training.</li> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.</li> <li>• A standard DBS check will be undertaken as part of pre-employment checks for this post.</li> </ul>

<b>Date Created</b>	November 2018	<b>Date Reviewed</b>	November 2022
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