

# Job Description and Person Specification



# Job Description

<b>Job Title</b>	Apprentice – Adult Education Learner Services
<b>Grade</b>	Apprentice
<b>Service</b>	Adult Education Service
<b>Reports to</b>	Line Manager
<b>Location</b>	Any Location offering an Adult Education Service
<b>Job Evaluation Code</b>	



# 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

1. To support the delivery of the Coventry Adult Education Learner Services
2. To provide a high quality, professional, supportive and responsive reception and administrative function within the Coventry Adult Education Service.
3. An apprenticeship is a training role within a designated area where the apprentice will work alongside colleagues to undertake a range of supervised duties (direct and indirect supervision)

## Main Duties & Key Accountabilities

### Core Knowledge

An Adult Education Learner Services Apprentice will be trained in Learner Services administration and Customer Service delivery. After appropriate training, will assist in Service Delivery as follows:

1. Provide a positive, customer facing service to deal with enquiries from a range of internal and external stakeholders at various levels within an organisation. Enquiries will be dealt with through a range of media e.g. face to face, telephone, text and email. Where possible, enquiries are to be resolved at first contact, or messages taken and passed on to the relevant person for action.
2. Ensure internal/external stakeholders receive the correct information/advice and guidance, as appropriate and within current legislation e.g. information relating to learner meetings, assessments, programmes, exam bookings, bursary, general wellbeing, using own judgement and initiative as to when this needs to be escalated.
3. Handle day to day operational issues sensitively, e.g. enquiries, queries and challenging situations, using own judgement and initiative, escalating more complex issues when required.
4. Undertake data input (e.g. learner information, attendance, examination results, progression, destination) and document production using the range of systems in use within the organisation, ensuring confidentiality of all learner data is maintained.
5. Maintain accurate computerised and manual filing systems, retrieving information as requested, ensuring that information is kept up to date; to include creation of databases and/or spreadsheets (as appropriate) and providing information and reports as required.
6. Maintain supplies of stationery and other consumables required to maintain Adult Education programmes, as well as other additional items required upon request.

7. Place and receipt orders and raise invoices, as appropriate.
8. Receiving and processing enrolment fees and other items via cash, cheque or credit/debit card payments. Operating a small amount of petty cash and completing associated paperwork.
9. Handle straightforward correspondence including producing letters and meeting notes, making telephone calls, and sending emails and text messages on behalf of the Adult Education Service.
10. Maintain an up-to-date knowledge of corporate systems and standards and pass on information to other team members.
11. Work flexibly at various venues across the city to meet the needs of the Adult Education Service. Needs may change from time to time, which could result in moving.
12. Flexible working may include working occasional evenings and weekends at different venues across the city e.g. to cover sickness, attend events/award ceremonies, promote the Service.
13. Fulfil the requirements to achieve the Business Administrator Level 3 Apprenticeship Standard
14. 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**

## Key relationships

<p><b>External</b>          SEND Team          Prospects          Job Shop          Programme Management Team          Schools, Colleges and Training Providers          Through Care - LAC</p>	<p><b>Internal</b>          Job Coaches          Employment Link Officer          Adult Education Staff</p>
---	---

## 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:

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Basic knowledge of the services provided by Local Government</li> </ul>	
<ul style="list-style-type: none"> <li>• Basic knowledge of IT packages and systems to support word processing and presentation of documents</li> </ul>	
<ul style="list-style-type: none"> <li>• Understanding of Health and Safety in relation to the office environment</li> </ul>	
<ul style="list-style-type: none"> <li>• Understanding of data protection and safeguarding implications</li> </ul>	
<ul style="list-style-type: none"> <li>• Understanding of equality and diversity issues in relation to delivering services to the public and in the workplace</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Communication and interpersonal skills in order to take information from members of the public and to respond to queries</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to maintain confidentiality of information</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to work accurately to follow procedures</li> </ul>	
<ul style="list-style-type: none"> <li>• Organisational skills to maintain office systems, arrange meetings, award ceremonies, interviews etc</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to take and produce high quality notes to support meetings</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• No previous experience is required</li> </ul>	
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• English and maths qualification at Level 2 or ability to complete Maths and English Functional Skills Level 2 as part of the apprenticeship</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to complete Business Administrator Level 3 Apprenticeship</li> </ul>	

**Special Requirements**

- Willingness to undertake training and develop knowledge and skills
- This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

N.B For posts subject to Protection of Children and Vulnerable adults please delete as Appropriate

<b>Date Created</b>	June 2024	<b>Date Reviewed</b>	
---------------------	-----------	----------------------	--