

Job Description and Person Specification

Senior Administrator

Job Details	
Grade	3
Service	Therapy & Enablement
Location	The Opal
Job Evaluation Code	

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

Job Purpose
<p>To provide a high quality administrative and general office support to the Adaptations Team, part of Therapy & Enablement Services. The Adaptations team works with Occupational Therapists to administer the Disabled Facilities Grant (DFG). This is a grant awarded to eligible disabled people to adapt their home so that they are safer and more independent. Examples of this include providing ramps, changing bathrooms into level-access showers, and widening doors.</p>

Main Duties & Key Accountabilities

Deal with enquiries, through varying mediums (e.g., in person, telephone and e-mail), ensuring that where possible queries are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to refer on more complex issues

Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.

Respond to customer queries, comments, or complaints within level of responsibility

Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date and accurate; to include creation of databases and spreadsheets as provision of information and reports as required

Place and receipt orders, raise invoices; arrange payment for goods and services

Handle correspondence on behalf of others and undertake Minute taking

Work flexibly to meet the needs of the service.

Maintain an up-to-date knowledge of corporate systems and standards and pass on information to other team members.

Support training of colleagues in office systems and procedures

Any other duties and responsibilities within the range of the salary grade

Key Relationships

External:	Clients Contractors	Internal:	Home Improvement Officers (HIO) Principal HIO Occupational Therapy Services Repairs and Maintenance Lift Engineer Council departments such as Building Control, Legal etc
-----------	------------------------	-----------	--

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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

None.

Person Specification

Requirements

Knowledge	Knowledge of the services provided by Local Government
Knowledge	Knowledge of IT packages and systems to support word processing and presentation of documents
Knowledge	Health and Safety in relation to the office environment
Knowledge	Knowledge of data protection implications
Knowledge	Of equal opportunities issues in relation to delivering services to the public and in the workplace
Skills And Ability	Ability to prioritise own workload and that of others
Skills And Ability	Ability to work flexibly and respond to changing priorities
Skills And Ability	High level of communication and interpersonal skills to work with the public and establish rapport with colleagues
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Ability to be able to train and guide team members in office procedures
Skills And Ability	Excellent organisational skills to maintain office systems and arrange meetings
Skills And Ability	Ability to take and produce high quality minutes in the support of meetings

Experience	Of a wide range of clerical and administrative work
Experience	Of using and maintaining computerised systems
Experience	Of producing a range of high-quality documentation e.g. reports
	Of dealing with a wide range of people to handle enquiries and resolve enquiries
Qualification	English and Maths GCSE (or equivalent) at grade C or above
Special Requirements	<p>Willingness to undertake training and develop knowledge and skills.</p> <p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</p>

Declaration			
Reviewed/Created By:	Stacey Brown		
Job Title:	Team Manager	Date:	01/06/2025