

Job Description and Person Specification

Role: Senior Administrator – Education and Skills



Job Description

Job Title	Senior Administrator – Education and Skills
Grade	3
Service	Education Improvement and Standards
Reports to	Systems Development consultant
Location	Friargate Floor 9
Job Evaluation Code	X9069L



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

To provide high quality administrative and general office support, within the City Council.

Main Duties & Key Accountabilities

Core Knowledge

1. Deal with enquiries, through varying mediums (e.g. Face to Face, Telephone & Email), ensuring that where possible they 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 pass on more complex issues.
2. Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
3. 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.
4. Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
5. Place and receipt orders and raise invoices as appropriate.
6. Receiving and processing payments and update of reconciliation sheets.
7. Handle straightforward correspondence on behalf of others and undertake minute taking as appropriate.
8. Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members.
9. Undertake training of business service team members in office systems and procedures.
10. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Schools, partner organisations, members of the public	Internal Colleagues across the City council
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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

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Knowledge	
<ul style="list-style-type: none"> • Knowledge of the services provided by Local Government 	
<ul style="list-style-type: none"> • Knowledge of IT packages and systems to support word processing and presentation of documents 	
<ul style="list-style-type: none"> • Health and Safety in relation to the office environment 	
<ul style="list-style-type: none"> • Knowledge of data protection regulations and implications 	
<ul style="list-style-type: none"> • Of equal opportunities issues in relation to delivering services to the public and in the workplace 	
Skills and Abilities	
<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"> • Ability to work flexibly and respond to changing priorities 	
<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 maintain confidentiality of information 	
<ul style="list-style-type: none"> • Ability to be able to train and guide team members 	
<ul style="list-style-type: none"> • Accurate data inputting skills 	
<ul style="list-style-type: none"> • Excellent organisational skills to maintain office systems and arrange meetings 	
<ul style="list-style-type: none"> • Ability to take and produce high quality minutes in the support of meetings 	
Experience	
<ul style="list-style-type: none"> • Of a wide range of clerical and administrative work 	
<ul style="list-style-type: none"> • Of using and maintaining IT systems and specialist database packages 	
<ul style="list-style-type: none"> • Of producing a range of high-quality word-processed documentation e.g. reports 	
<ul style="list-style-type: none"> • Of dealing with a wide range of people in order to handle enquiries and resolve queries 	

Qualifications
<ul style="list-style-type: none"> • Formal IT qualification e.g. RSA, CLAIT, NVQ, ECDL or equivalent • GCSE Maths and English
Special Requirements
N/A

Date Created	07/02/2023	Date Reviewed	
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