

Job Description and Person Specification

Admin Asst - Children's (SupSrv)

Job Details	
Grade	GRD3
Service	QA Performance & Commissioning
Location	City Wide
Job Evaluation Code	X9069L

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

Job Purpose
As an Operational Support Officer, you will play a pivotal role in enhancing the effectiveness of Children's Services by providing comprehensive administrative support. Your responsibilities will include managing enquiries, maintaining information systems, and supporting performance management. You will ensure the smooth operation of office procedures, uphold data protection standards, and contribute to the delivery of our services. Your work will directly support our commitment to improving outcomes for children, families, and young people in Coventry.

Main Duties & Key Accountabilities

Addressing enquiries through various channels, ensuring first-contact resolution or appropriate referral for complex issues
Managing data entry and document production, including reports and minutes, across organisational systems
Maintaining expertise in the Children's Information Management System, training others, and advising on best practices
Assisting managers with performance management, ensuring adherence to statutory requirements and timescales
Utilising information and performance management systems to support the Children's Services Performance Management Framework
Overseeing filing systems, both computerised and manual, ensuring timely retrieval and updating of information
Coordinating office supplies, including stationery and consumables, and managing inventory and distribution
Processing financial transactions, including orders, invoices, cash, and cheque payments, and maintaining petty cash records
Conducting routine correspondence, minute-taking, and maintaining awareness of corporate systems and standards
Understanding Children's Services priorities and their impact on work areas, while ensuring data protection for sensitive information
Assisting with work allocation, quality checks, and providing support in the absence of the Operational Support Manager or Team Leader
Delivering training to team members on office systems, procedures, and health and safety regulations

Key Relationships

External:	Health Education Police Probation Housing Other Local Authorities Charities including third sector agencies
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Internal:	Multi Agency Safeguarding Hub Area Social Work Teams Early Help Social Work Academy Youth Justice Service Children in Care Through Care Fostering, Commissioning and Placements Safeguarding Partnership Human Resources Finance Customer Services Local Authority Designated Officer Quality Assurance Service Adult Safeguarding
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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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/A

Person Specification

Requirements

Knowledge	Possess an understanding of Local Government services relating to Children's Services
	Knowledge of IT packages and systems to support word processing and presentation of documents
Skills And Ability	Ability to prioritise own workload and work flexibly to respond to changing priorities

	High level of communication and interpersonal skills to deal with and establish rapports with colleagues, team members and external key relationships
	Excellent organisational skills to maintain office systems and arrange meetings
	Be able to maintain confidentiality and train or guide team members in office procedures
Experience	Be experienced in a range of administrative tasks, including the use and maintenance of computerised systems
	Be experienced in producing high-quality word-processed documents, such as reports, and taking accurate minutes in meetings
Qualification	Hold a formal IT credential or demonstrate equivalent experience gained through work.
Special Requirements	This position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.