

# Job Description and Person Specification

Role: Senior Administrator – Adaptations Team



## Job Description

<b>Job Title</b>	Senior Administrator – Adaptations Team
<b>Grade</b>	3
<b>Service</b>	Therapy and Enablement
<b>Reports to</b>	Clinical Team Manager
<b>Location</b>	The Opal, Widdrington Road, CV1 4NA
<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

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.

## Main Duties & Key Accountabilities

### Core Knowledge

### Service Management

1. 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.
2. Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
3. Respond to customer queries, comments, or complaints within level of responsibility.
4. 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.
5. Place and receipt orders, raise invoices; arrange payment for goods and services.
6. Handle correspondence on behalf of others and undertake Minute taking.
7. Maintain an up-to-date knowledge of corporate systems and standards and pass on information to other team members.
8. Work flexibly to meet the needs of the service.

## People Management

1. Support training of colleagues in office systems and procedures.
  2. Any other duties and responsibilities within the range of the salary grade.
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

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

<b>Staff managed by postholder:</b> NA
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## Person specification

<b>Knowledge</b>	
•	Knowledge of the services provided by Local Government
•	Knowledge of IT packages and systems to support word processing and presentation of documents
•	Health and Safety in relation to the office environment
•	Knowledge of data protection implications
•	Of equal opportunities issues in relation to delivering services to the public and in the workplace
<b>Skills and Abilities</b>	
•	Ability to prioritise own workload and that of others
•	Ability to work flexibly and respond to changing priorities
•	High level of communication and interpersonal skills to work with the public and establish rapport with colleagues
•	Ability to maintain confidentiality of information
•	Ability to be able to train and guide team members in office procedures
•	Excellent organisational skills to maintain office systems and arrange meetings
•	Ability to take and produce high quality minutes in the support of meetings
<b>Experience</b>	
•	Of a wide range of clerical and administrative work
•	Of using and maintaining computerised systems
•	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
<b>Qualifications</b>	
•	English and Maths GCSE (or equivalent) at grade C or above
<b>Special Requirements</b>	
•	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.

<b>Date Created</b>	28/07/2023	<b>Date Reviewed</b>	
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