

Job Description and Person Specification

Role: Deprivation of Liberty Safeguards Assistant Administrator



Job Description

Job Title	Deprivation of Liberty Safeguards - Assistant Administrator
Grade	Grade 3
Service	Deprivation of Liberty Safeguards - Adult Social Care
Reports to	DoLS Team Leader / Senior Administrator
Location	One Friargate
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 to The Deprivation of Liberty Safeguards services, team and individuals.

To create, support, monitor and maintain systems to administer the receiving, responding, reviewing and monitoring of applications.

Main Duties & Key Accountabilities

Core Knowledge

- Undertake a full range of clerical tasks to support the work of the Deprivation of Liberty Safeguards Team
- 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.
- Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
- Maintain computerised and manual 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.
- Responsible for maintaining supplies of stationery and other office consumables for distribution upon request.
- Maintain an up-to-date knowledge of corporate systems and standards and pass on information to other team members.
- Work flexibly to meet the needs of the service.
- Assist with the allocation and prioritisation of work to the Assistant Administrators and undertaking quality checks in relation to the work produced by the team.
- Provide support to the team in the absence of the team leader, occasionally and when appropriate, deputising in their absence.

- Undertake training of team members in office systems and procedures and health and safety requirements.
- Handle straightforward correspondence on behalf of others.
- Operate a range of office equipment and confident with Microsoft software apps.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External General public, professionals, care homes and partner agencies outside of Coventry City Council	Internal Any employee or team within Coventry 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: NA

Person specification

Job Evaluation Code	X9069L
Knowledge	
Knowledge of the services provided by Local Government	
Knowledge of IT packages and systems to support word processing and presentation of documents and spreadsheets	
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	
Administrative procedures and systems, including appropriate use of information technology	
Customer care practices	
Skills and Abilities	
Ability to work flexibly and respond to changing priorities	
High level of communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues, team members and external agencies.	
Working without close supervision, planning, prioritising and using initiative to meet statutory deadlines	
Able to work as part of a team in a busy and fast paced environment	
Excellent organisational skills to maintain office systems	
Able to co-ordinate/organise meetings and produce high quality minutes in the support of meetings	
Ability to be able to train and guide team members in office procedures	
Ability to maintain confidentiality of information	
Excellent literacy and numeracy skills and attention to detail	
Able to develop and maintain spreadsheets	
Good level of IT skills to ensure precision and accuracy for data input and retrieval	
Able to work within statutory procedures and practices	

Experience
Of a wide range of technical administrative based duties
Of using and maintaining computerised systems
Experience of using databases and Microsoft packages such as excel, word and outlook
Of dealing with a wide range of people in order to handle enquiries and resolve enquiries
Of working with minimum of supervision and able to plan and prioritise a busy workload
Qualifications
Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent experience
A good standard of English and mathematics
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	April 2023	Date Reviewed	April 2024
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