



Coventry City Council

## Job Description

<b>Job Title:</b>	Administrator	<b>Job Number:</b>	
<b>Service:</b>	Adult Education Service	<b>Grade:</b>	3
<b>Location:</b>	Any Location offering an Adult Education Service		

### 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.

### Job Purpose:

To provide a high quality, professional, supportive and responsive reception and administrative function within the Coventry Adult Education Service.

### Main Duties and Responsibilities:

#### Service Management

1. Provide a positive customer facing service to deal with enquiries from a range of internal and external stakeholders at various levels within an organisation. Enquiries will be dealt with in a professional and timely manner through a range of media eg face to face, telephone, text and email. Where possible, enquiries are to be resolved at first contact, or messages taken and passed on to the relevant person for action; own judgement and initiative are to be used as to when to pass on more complex issues.
2. Ensure internal/external stakeholders receive the correct information/advice and guidance, as appropriate and within current legislation eg information relating to learner's meetings, assessments, programmes, exam bookings, bursary, general wellbeing, using own judgement and initiative as to when this needs to be escalated.
3. Handle day to day operational issues sensitively, eg enquiries, queries and challenging situations, using own judgement and initiative, escalating more complex issues when required.
4. Undertake data input (eg learner information, attendance, examination results, progression, destination) and document production using the range of systems in use within the organisation, ensuring confidentiality of all learner data is maintained.
5. Maintain accurate computerised and manual filing systems, retrieving information as requested, ensuring that information is kept up to date; to include creation of databases and/or spreadsheets (as appropriate) and providing information and reports as required.
6. Responsible for maintaining supplies of stationery and other consumables required to maintain Adult Education programmes, as well as other additional items required upon request.

7. Place and receipt orders and raise invoices, as appropriate.
8. Receiving and processing enrolment fees and other items via cash, cheque or credit/debit card payments. Operating a small amount of petty cash and completing associated paperwork.
9. Handle straightforward correspondence including producing letters and meeting notes, making telephone calls, and sending emails and text messages on behalf of the Adult Education Service.
10. Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members.
11. Work flexibly at various venues across the city to meet the needs of the Adult Education Service. Needs may change from time to time, which could result in moving.
12. Flexible working may include working occasional evenings and weekends at different venues across the city eg to cover sickness, attend events/award ceremonies, promote the Service.

## **People Management**

13. Assist with the allocation and prioritisation of work within the Service, undertaking quality checks to ensure compliance with policy and procedures and external requirements
14. Undertake training of colleagues in office systems/software and procedures and health and safety requirements
15. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

## **Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** Administrators, Admin Assistants, Apprentices(Work Allocation), Receptionists

**Responsible to:** Admin Team Leader

**Date Reviewed:** July 2019

**Updated:**



Coventry City Council

## Person Specification

<b>Job Title:</b>	Administrator	<b>Job Number:</b>	
<b>Service:</b>	Coventry Adult Education Service	<b>Grade:</b>	3
<b>Location:</b>	Any Location providing Adult Education		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Knowledge of the services provided by Local Government</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of IT packages and systems to support word processing and presentation of documents</li></ul>
	<ul style="list-style-type: none"><li>• Health and Safety in relation to the office environment</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of data protection and safeguarding implications</li></ul>
	<ul style="list-style-type: none"><li>• Of equality and diversity issues in relation to delivering services to the public and in the workplace</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Ability to prioritise own workload and that of others, using initiative and own judgement to resolve day-to-day situations, only escalating issues to line manager where needed.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to work flexibly and respond to changing priorities</li></ul>
	<ul style="list-style-type: none"><li>• High level of communication and interpersonal skills, both written and verbal to deal with members of the public, able to establish a rapport with colleagues, team members and learners</li></ul>
	<ul style="list-style-type: none"><li>• Ability to maintain confidentiality of information</li></ul>

	<ul style="list-style-type: none"> <li>• Ability to be able to train and guide team members in office procedures and equipment</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent organisational skills to maintain office systems, arrange meetings, award ceremonies, interviews etc</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to take and produce high quality notes to support meetings</li> </ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Of a wide range of reception, clerical and administrative work</li> </ul>
	<ul style="list-style-type: none"> <li>• Of using and maintaining a range of computerised systems</li> </ul>
	<ul style="list-style-type: none"> <li>• Of producing a range of high-quality documentation e.g. letters, reports, spreadsheets, certificates</li> </ul>
	<ul style="list-style-type: none"> <li>• Of dealing with a wide range of people in order to handle/resolve enquiries, day to day operational queries and challenging situations.</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Level 2 English and Maths qualification (GCSE Grade C4 or above or Functional Skills Level 2, or equivalent)</li> </ul>
	<ul style="list-style-type: none"> <li>• IT qualification e.g. ITQ, ECDL or equivalent experience</li> </ul>
	<ul style="list-style-type: none"> <li>• First Aid trained, or willing to undertake training</li> </ul>
	<ul style="list-style-type: none"> <li>• Business administration qualification (desirable)</li> </ul>

<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• Willingness to undertake training and develop knowledge and skills</li> </ul>
	<ul style="list-style-type: none"> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</li> </ul>

**Date Reviewed:** July 2019

**Updated:** May 2022