

Job Description and Person Specification



Job Description

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| Job Title | Outdoor Education Senior Administrator and Project Co-Ordinator |
| Grade | Grade 4 |
| Service | Outdoor Education Service |
| Reports to | Schools Programme Lead |
| Location | Coventry City Council (City Wide) |
| Job Evaluation Code | |



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 / Output

This role combines senior administrative expertise with project co-ordination skills to ensure the smooth and efficient operational support for the delivery of funded, non-funded, and commercial programmes and events along with other areas of the service. The **Outdoor Education Senior Administrator and Project Co-Ordinator** will provide crucial support in areas such as bookings, financial management, resource allocation and project delivery. The candidate will play a key role in enhancing the quality and accessibility of outdoor education programmes in the city.

Job Purpose:

- To provide a high quality administrative and general office support to the Outdoor Education Service team in line with service requirements
- To offer guidance and support to all stakeholders and colleagues on the use of service systems e.g funded and non funded programme systems such as Eequ and Coventry City Council booking systems
- To lead on the processing of finance, including production of finance reports and processing payments on Business World or via the correct team internally.
- To serve as the primary administrator and central point of contact for designated OES-delivered programmes.
- To ensure that Outdoor Education Service systems hold accurate and detailed data for all service users in line with GDPR.

Main Duties & Key Accountabilities

Core Knowledge

Under the direction and support of the Outdoor Education School Programme Lead, the **Outdoor Education Senior Administrator and Project Co-Ordinator** is responsible for:

- Respond promptly and professionally to service enquiries, via phone, e-mail and in person, advising where possible and taking messages for colleagues if required. Serve as a primary point of contact for programme and service enquiries, demonstrating excellent customer service skills.
- Prepare and organise resources and documentation for funded and non-funded programmes and the delivery, including training sessions, project meetings, and events.
- Accurately input data into organisational systems for funded and non-funded programmes (e.g., HAF and commercial programmes), ensuring data integrity and confidentiality. Produce a variety of documents, including reports, minutes, agendas, and presentations.
- Process bookings accurately and efficiently, ensuring all necessary information is collected and recorded. Generate booking reports to monitor programme uptake.
- Manage stock control for programme resources, tracking inventory effectively and ensuring efficient and responsible use. Monitor resource levels, anticipate needs, and arrange restocking as needed for programme delivery, adhering to budgetary guidelines.

- Manage service bookings (funded, non-funded, commercial, and events) with a strong focus on providing excellent customer service and maximising programme participation.
- Attend staff and third-party meetings, celebration events, planning meetings, and contact meetings with project managers as required.
- Maintain an up-to-date knowledge of corporate systems and standards and develop and deliver training sessions for colleagues related to funded and non-funded programmes, ensuring consistent implementation of procedures.
- To support with the development of marketing and communications for programme delivery using the correct systems and platforms.
- Monitor service bookings and ensure booking calendars are up to date.
- Lead on the production of reports and preparing data for the finance periods.(e.g., funded programmes income and expenditure reports, non-funded commercial income spreadsheets).
- Lead on processing finance requests accurately and efficiently, in line with all corporate and service requirements including purchase orders and invoices. Handle booking cancellations and amendments in a professional and timely manner.
- Provide financial evidence for any externally funded contracts where required. E.g HAF programme.
- Maintain evidence of received invoices and ensure proper storage in team folders for the Outdoor Education Service.
- Lead on the processing of the main Outdoor Education Service email inbox, ensuring that all documentation is processed efficiently and in line with the service procedures.
- Coordinate with internal teams to ensure smooth booking processes and seamless delivery of services. Support team members with systems and procedures related to funded and non-funded programmes, providing guidance and assistance as needed.
- Lead on recording data across relevant systems for funded and non-funded programmes ensuring data accuracy and completeness.
- Create and monitor the booking process for corporate and events bookings hosted by the service ensuring a streamlined and professional experience for customers.
- Monitor service bookings and ensure booking calendars are accurate and up to date, providing real-time availability information.
- Prepare documentation ahead of review meetings and provide colleagues with relevant information where required supporting effective decision-making . Responsible for accurate and timely minute-taking during meetings, ensuring key decisions and actions are clearly documented.
- Attending service events to support reception duties and network with stakeholders building relationships and promoting the service
- Develop and maintain positive relationships with new partners, funders, customers and schools acting as a point of contact for basic queries and fostering collaboration.
- Support the Schools Programme Lead with the implementation of new systems and identifying areas for improvement, contributing to service efficiency and effectiveness.
- Ensure Outdoor Education Service systems are well managed and accurate to ensure the successful delivery of programmes in city, supporting the overall success of the service. Provide ongoing support and guidance to colleagues on system usage and best practices.
- Lead communication with system providers where required (e.g., Coventry City Council, Eequ and other relevant platforms the service uses), ensuring effective communication and problem resolution.
- Generate regular correspondence with schools, partners, customers and funders through marketing ensuring consistent messaging and branding across all platforms. Utilise the correct systems and platforms for marketing and communication activities, including social media, email marketing, and website updates.
- Support with the management of the service website. and maintain and update the relevant webpage content ensuring information is accurate and engaging. Assist with the creation of promotional materials, such as brochures, flyers, and social media content.

- Support with the content of future funding applications as directed by project manager, contributing to the financial sustainability of the service.
- Support with the Quality Assurance of in city programmes provide opportunities for feedback and review the projects regularly ensuring high standards of delivery.
- Any other duties and responsibilities within the range of the salary grade, as required by the service.



Physical Demands

The work requires moderate levels of physical effort. It involves lifting and handling of activity equipment, play equipment and other resources and to be involved in practical activities and physical care of learners and the physical environment.

The activities for some levels is mainly outdoors and this will require at times delivering in unpredictable weather conditions. You are required to be a role model for the staff and students you work with.

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.

Key relationships

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| External Key Funders Customers | Internal Outdoor Education Parks and Green Spaces |
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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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| Job Evaluation Code | |
| Knowledge | |
| Understanding of Outdoor Education Service projects and programmes in city. | |
| Awareness of statutory procedures around safeguarding and child protection. | |
| Awareness of KCSIE | |
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| Skills and Abilities | |
| Good interpersonal skills | |
| Excellent organisational and administrative skills | |
| Competence in the use of IT and databases | |
| Excellent communications skills | |
| Able to communicate well with people on both a group and individual basis. | |
| Sound written communication skills. | |
| Able to meet the requirements of the Child Protection/safeguarding Procedures. | |
| Able to motivate self and others. | |
| Flexible and responsible to the needs of stakeholders | |
| Excellent Literacy and numeracy skills | |
| Ability to deliver programme sessions and provide necessary training sessions to colleagues | |
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| Experience |
| Experience of working in a school, youth provision or outdoor setting. |
| Working with young people aged 4-19 years. |
| Experience and/or qualification teaching team tasks, invasion games, Forest School, bushcraft, survival, orienteering, river studies or have the willingness to be trained in house. |
| Experience of managing large groups of children, young people and adults in a range of circumstances and the ability to deliver safety briefings, activity briefings and provide supervision and support as and when needed. |
| Experience of supporting young people who may experience barriers to learning. |
| Experience of using IT and databases. |
| Qualifications |
| NGB level 1 qualifications, Leadership Awards or recognised equivalent (NGB Level 2 - desirable) or qualifications in Youth Work (Level 2 or Level 3). |
| Remote Emergency Care First Aid qualification or willingness to undergo training. |
| 5 A – C GCSE or equivalent |
| Safeguarding Trained |

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| Special Requirements | |
| <ul style="list-style-type: none"> • 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). • A willingness to travel to and work in Coventry when required. • A willingness to work outside normal hours as required by the needs of the service. | |

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| Date Created | 18/03/2025 | Date Reviewed | |
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