



## Job Description and Person Specification

### Senior Admin Asst - Children's (SEND)

Job Details	
<b>Grade</b>	GRD3
<b>Service</b>	Educational Specialist Services – Home to School Travel Assistance
<b>Location</b>	City Wide
<b>Job Evaluation Code</b>	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

The purpose of this role is to provide high-quality administrative support within the Home to School Travel (HTS) Eligibility Team, ensuring the effective processing of travel assistance applications for children and young people with special educational needs. The postholder will act as a key point of contact for families and professionals, manage a high volume of applications, maintain IT systems and liaise with travel providers and education settings to ensure services operate efficiently.

## Main Duties & Key Accountabilities

Addressing enquiries through various communication channels, ensuring resolution at first contact or appropriate referral with a focus on Home to school travel enquiries.

Inputting data and managing indexing tasks efficiently within bespoke and corporate IT systems

Maintaining computerised filing systems, ensuring accuracy, information retrieval is prompt and records are current

Keeping abreast of system updates, digital skills, and standards to disseminate knowledge among team members

Processing orders, managing receipts and handling invoicing with accuracy and timeliness

Distributing correspondence using mail-merge and managing electronic post allocation to the team and service users

Adapting to service needs with flexibility, ensuring operational continuity and efficiency

Attending meetings, actively contribute by sharing relevant information, capturing key information, and disseminating appropriately to ensure effective communication and follow-up

## Key Relationships

External:

Children and young people, parents/carers Schools, colleges and other educational settings, Health, Other Local Authorities

Internal:

Service areas in Children's Services e.g.: Statutory Assessment and review Service, Passenger Transport, Taxis, Social Care, MASH, Virtual School (for looked after children)

## 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

Skills And Ability	Have good level of communication and interpersonal skills for effective public engagement and rapport building with colleagues
	Maintain confidentiality of sensitive information
	Be able to train and guide team members in office procedures
	Possess excellent organisational skills to efficiently manage conflicting tasks and responsibilities
	Have excellent ICT skills to update and maintain office systems effectively
Experience	Be experienced in a wide range of clerical and administrative tasks, including the use and maintenance of computerised systems
	Experienced in handling a diverse range of people, seeking to address enquiries and provide resolutions and exercising judgement to escalate complex issues appropriately
Qualification	Formal IT training or equivalent IT experience
	A general certificate of secondary education English at Grade 4 or above

