

# Job Description and Person Specification



# Job Description

|                            |                                      |
|----------------------------|--------------------------------------|
| <b>Job Title</b>           | Senior Administrator                 |
| <b>Grade</b>               | 3                                    |
| <b>Service</b>             | Integrated 0-25                      |
| <b>Reports to</b>          | Admin Team Leader                    |
| <b>Location</b>            | Settings within City/working at home |
| <b>Job Evaluation Code</b> | A5835                                |





## About the Service your team will provide

### Purpose of the role / Output

To provide high quality administrative and general office support to teams and individuals within the Statutory Assessment and Review Team and Coventry SEND Support Service, and across Education & Skills as required.

## Main Duties & Key Accountabilities

- Deal with enquiries, through various mediums (e.g. face to face - front of house in busy reception area, telephone & email), seeking to resolve queries at first contact, signposting to the relevant person for action, and using judgement as to when to pass on more complex issues
- Produce documents, proof reading and formatting reports using MS Office
- Process new referrals using dedicated IT systems and following process to meet statutory deadlines
- Data input and indexing of documents using bespoke and corporate IT software packages
- Maintain computerised filing systems, retrieving information as appropriate and ensuring that information is accurate and kept up to date; including the creation and updating of spreadsheets
- Maintain an up-to-date knowledge of bespoke and corporate systems, digital skills and standards, and share information with other team members and service users
- Responsible for maintaining and ordering supplies of stationery, resources and materials. Raising purchase orders for goods and raising invoices for services delivered. Procurement of supplies using corporate purchase card
- Handle correspondence and allocate incoming ePost to service users
- Liaise with our in-house printing service to send external post
- Organise and attend Request for Statutory Assessment panel and take meeting notes
- Organise and attend meetings with internal & external representatives and take meeting notes
- Maintain an understanding of the integrated SEN Team priorities and how they relate to individual areas of work
- Undertake training to develop knowledge and skills using available methods of learning in order to be effective in the job role
- Provide support to the team in the absence of the team leader, occasionally deputising in their absence and assist with the allocation and prioritisation of work within the Admin Team.
- Support to team members and service users in office systems and procedures

Any other duties and responsibilities within the range of the salary grade.

## Key relationships

|   |   |
|---|---|
| <b>External</b><br>Children and young people, parents/carers<br>Schools, colleges and other educational settings<br>Health<br>Other Local Authorities | <b>Internal</b><br>Service areas in Childrens Services e.g.:<br>Social Care<br>MASH<br>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.

### 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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|--|-------|
| <b>Job Evaluation Code</b>   | A5835 |
| <b>Knowledge</b>   |       |
| IT systems and their uses, in particular software systems to support the assessment of pupils with special educational needs                                   |       |
| National legislation and policies related to information sharing and data protection as they relate to a children's services environment                       |       |
| <b>Skills and Abilities</b>  |       |
| Good communication and interpersonal skills, both written and verbal to deal with parents and carers, young people, schools and other agencies                 |       |
| Able to interpret complex regulations and guidelines and relate these clearly to colleagues and clients  |       |
| Good level of IT skills to ensure precision and accuracy for data input and retrieval  |       |
| Able to plan and prioritise own work to meet conflicting deadlines   |       |
| Work under pressure, with minimum supervision and to deadlines effectively and confidently   |       |
| <b>Experience</b>  |       |
| Experience of using databases and Microsoft packages such as excel, word and outlook   |       |
| Of a wide range of technical administrative based duties   |       |
| Used to supporting service users and professionals collaboratively in a very busy service, able to confidently offer advice and information                    |       |
| Of dealing with a wide range of customers in order to handle and resolve queries   |       |
| Of working with minimum of supervision and able to plan and prioritise a busy workload   |       |
| <b>Qualifications</b>  |       |
| A good standard of education including qualifications in English and mathematics at a minimum level of GCSE current grade 4-9 (previous grade A-C) equivalent. |       |
| <b>Special Requirements</b>  |       |
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| <b>Date Created</b> | June 2022 | <b>Date Reviewed</b> | April 2024 |
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