

Job Description and Person Specification



Job Description

Job Title	Senior Administrator
Grade	3
Service	Skills, Employment and Adult Education
Reports to	Supported Employment Manager
Location	Job Shop/Remote
Job Evaluation Code	A5835



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

To provide high quality administrative and general office support to teams and individuals within the Skills, Employment and Adult Education Service.

Main Duties & Key Accountabilities

- Produce documents and proof reading using MS Office
- 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
- Organise and attend case review meetings and take meeting notes
- Maintaining and producing records for our finance systems
- Organise and attend meetings with internal & external representatives and take meeting notes
- Liaising with colleagues to create case studies
- Undertake training to develop knowledge and skills using available methods of learning in order to be effective in the job role
- Provide support administrative support to the team
- Support team members and service users in office systems and procedures

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

Key relationships

External	Internal
Schools, colleges and other educational settings	Study Programme
Employer partners	Adult Education Service
Department for Work and Pension	SEND
Other Local Authorities	Employment Team
	Finance

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

Job Evaluation Code	A5835
Knowledge	
IT systems and their uses, in particular software systems to record keeping and finance records	
Administrative procedures and systems, including appropriate use of information technology	
Skills and Abilities	
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	
Good level of IT skills to ensure precision and accuracy for data input and retrieval	
Excellent literacy and numeracy skills and attention to detail	
Work under pressure, with minimum supervision and to deadlines effectively and confidently	
Experience	
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	
Qualifications	
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.	
Special Requirements	

Date Created	June 2022	Date Reviewed	April 2024
---------------------	-----------	----------------------	------------

