



Coventry City Council

Job Description

Post:	Apprentice Project Officer	Job Number:	
Service:	Insight and Migration	Post Number:	
Location:	Friargate/Remote Working	Grade:	Apprentice

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 work with service users, colleagues and partners in a range of tasks, such as facilitating events and providing administrative and project support to the Migration Team. You will play a pivotal role in the support of delivery the Migration Team's projects at every stage.

Main Duties and Responsibilities:

- Participate in organising and facilitating the Migration Team's monthly virtual events with partners and service users.
- Support the Migration team with administrative tasks such as: minute taking, organise events
- Record and input data via our internal database including customer information for events and workshops according to GDPR laws.
- Respond to customer enquiries via email and telephone calls in a timely manner and liaise with Migration team colleagues to solve customer queries.
- Interact with The Migration Team partners such as: Adult Education, Coventry Refugee & Migration Centre and St Francis Employability to develop business relationships and work to achieve high results to getting service users into training or employment.
- Building connections and working with migrant communities to understand local needs and gather neighbourhood intelligence to influence service provision
- Have 1:1 interaction with current and previous service users in re-engaging with our service within the migration Team.
- Assist with taking part in team meetings and raising any new opportunities with Management Team.
- Engage in high quality customer service to meet & greet customers and visitors including employers and assist the team as and when required.
- Assist the Migration Team in facilitating large recruitment events when required, including interacting with employers and service users.
- Assist with The Migration Team social media platforms which include Facebook and Twitter
- Develop knowledge of our internal client database and deal with customer registrations under the GDPR laws.
- To record and complete tasks undertaken and agreed by manager.
- Report any issues to management in a safe and concise manner.

- To prepare for and attend supervision with management.
- Complete mandatory training according to Coventry City Council including GDPR, Data Protection and Health & Safety.
- 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 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 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: N/A

Responsible to: Project Manager (Migration)

Date Reviewed: July 2021

Updated: July 2021



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• An understanding of the Migrant experience and the potential barriers they may face
	<ul style="list-style-type: none">• Knowledge of IT packages and systems to support word processing, record keeping and presentation of documents
	<ul style="list-style-type: none">• Health and safety in relation to the office environment
	<ul style="list-style-type: none">• Data protection and its implications
	<ul style="list-style-type: none">• Equal opportunities issues in relation to delivering services to the public and in the workplace
	<ul style="list-style-type: none">• Knowledge and understanding of different cultures and languages would be an advantage but not essential.

Skills and Abilities:	<ul style="list-style-type: none">• Good verbal and written communication skills
	<ul style="list-style-type: none">• To be able to provide customer service in a frontline environment and via telephone & e-mail
	<ul style="list-style-type: none">• Good organisation skills and strong attention to detail
	<ul style="list-style-type: none">• Computer literate and confident with using Microsoft Office (Excel, Word, PowerPoint and Outlook etc)
	<ul style="list-style-type: none">• Ability to complete tasks and work to deadlines
	<ul style="list-style-type: none">• Ability to work sensitively with a range of service users with complex and challenging needs.
	<ul style="list-style-type: none">• Ability to maintain confidential information using GDPR laws.
	<ul style="list-style-type: none">• Ability to use own initiative & work independently and within a team.

Experience:	<ul style="list-style-type: none">• Basic customer service experience would be desirable but not essential
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Educational:	<ul style="list-style-type: none">• Maths and English GCSE 4/C or above (or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship.
	<ul style="list-style-type: none">• Ability to complete Business Administrator Level 3 Apprenticeship Standard

Special Requirements:

- This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

Responsible for: N/A

Responsible to: Project Manager (Migration)

Date Reviewed: July 2021