



Coventry City Council

Job Description

Job Title:	Operational Support Apprentice	Job Number:
Service:	Business Services	Grade:
Location:	Various locations across the city providing a Business Service	

Job Purpose:

To provide an administrative and word processing support to a service /team throughout the City Council

Main Duties and Responsibilities:

1. Undertake a range of admin tasks to support the work of a service/team or person
2. Take accurate telephone messages and ensure that they are passed on to the relevant person
3. Undertake word processing of documents e.g. letters, memos and completion of standard forms and templates
4. Maintain computerised and manual filing systems
5. Input information on to databases to ensure that information is kept up to date
6. Use a range of office equipment e.g. photocopiers, laminators, photocopiers
7. Assist with keeping the office organised and maintain supplies of office equipment i.e. paper, toner, stationery etc.
8. Meet visitors and provide hospitality as necessary
9. Attend training courses and develop knowledge and skills
10. Sort, distribute and log incoming mail and assist with sending mail
11. Collect and make deliveries of documentation to and from other offices
12. Photocopy, print, collate and distribute documentation
13. To fulfil the requirements to achieve the NVQ Level 3 in Business Administration
14. Any other duties and responsibilities within the range of the salary grade.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

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.

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 in particular 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

Responsible for: N/A

Responsible to: Admin Team Leader/Senior Administrator

Date Reviewed:

Updated: July 2020



Coventry City Council

Person Specification

Job Title:	Operational Support Apprentice	Job Number:	
Service:	Business Services Services	Grade:	Apprentice
Location:	Various locations across the city providing a Business Service		

Area	Description
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Knowledge:	Basic knowledge of the services that are provided by Local Government
	Basic knowledge of office procedures
	Basic knowledge of IT applications eg word, excel or data input.
	Understanding of how to provide good customer care
	Basic knowledge of equal opportunities in the workplace

Skills and Abilities:	Keyboard skills and the ability to undertake training in word processing
	Communication skills in order to take information from people and give out information on the telephone and face to face
	Able to work accurately to follow procedures and undertake straightforward arithmetic calculations
	Able to work to deadlines
	Ability to operate a range of office equipment e.g. photo copier, fax
	Ability to maintain confidentiality of information

Experience:	
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Educational:	Literacy and numeracy skills to undertake word processing with accuracy
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Special Requirements:	Willingness to undertake appropriate training
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Date Reviewed:

Updated: July 2020



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Human Resources