

Job Description and Person Specification

Role: Coventry Alternative Provision Administrator Apprentice



Job Description

Job Title	Coventry Alternative Provision Administrator Apprentice
Grade	Apprentice – ENTRY2EMPL
Service	Education Entitlement
Reports to	Coventry Alternative Provision Operations Manager
Location	Broadgate House
Job Evaluation Code	N/A



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

Working as part of a team to provide a variety of administrative and project support related to the Coventry Alternative Provision Service (CAP).

Main Duties & Key Accountabilities

As an apprentice you will receive training and support to undertake the following tasks:

- Respond to service enquiries, advising where possible and taking messages for colleagues if required.
- Responsible for preparing resources and documentation ahead of training sessions and meetings.
- Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
- Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept accurate and up to date; to include creation of databases and spread sheets as appropriate and production of information and reports as required.
- Handle straightforward correspondence on behalf of others.
- Monitor training logs ensuring users are all up to date on system use and expectations.
- Lead on the processing of the main CAP email inbox, ensuring that all documentation is processed in line with the service procedures.
- Support with the recording of all achievements and destinations data on the relevant systems.
- Monitor the booking process for events hosted by the service.
- Support Senior Administrator with preparing documentation ahead of review meetings and provide colleagues with relevant information where required.
- Attending service events to support reception duties and network with stakeholders.
- Develop and maintain positive relationships with training providers and schools to act as a point of contact for basic queries.
- Support colleagues with updating tracking sheets where required.
- Maintain the student records on Information @ Work (I@W).
- Ensure the CLM system is well managed, accurate and corresponds with Capita.
- Generate regular course availability reports and share these with schools.
- Monitor and update the CAP contact lists regularly and ensure this is shared with all stakeholders.
- Support with the management of the service website and directory updates.
- Support with the Quality Assurance submissions by saving these in relevant places and updating the tracker.
- Support colleagues with accessing student files and data upon request.
- Attend internal and external meetings/training as required.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Training providers Schools/Academies	Internal Coventry Alternative Provision Colleagues Wider education entitlement team
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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
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Person specification

Job Evaluation Code	N/A			
Knowledge				
<ul style="list-style-type: none">An understanding of the services that are provided by Local Government.				
<ul style="list-style-type: none">An understanding of Alternative Provision and how it can be used within an education.				
<ul style="list-style-type: none">A basic level of understanding of both primary and secondary education.				
<ul style="list-style-type: none">An understanding of data protection and the importance of confidentiality when working with sensitive data and information.				
<ul style="list-style-type: none">An understanding of the principles of good customer service.				
Skills and Abilities				
<ul style="list-style-type: none">Very good IT and Digital skills including the ability to use spreadsheets to filter data for reports.				
<ul style="list-style-type: none">Able to communicate effectively in writing, over the telephone and face to face with customers, partners, and stakeholders.				
<ul style="list-style-type: none">Able to work accurately, pay attention to detail, and follow procedures.				
<ul style="list-style-type: none">Able to work to tight deadlines.				
<ul style="list-style-type: none">Able to demonstrate initiative in problem solving.				
Experience				
None required.				
Qualifications				
<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 an apprenticeship				
<ul style="list-style-type: none">Ability to complete Level 3 Business Administrator.				
Special Requirements				
<ul style="list-style-type: none">Must not have already completed the Level 3 Level 3 Business Administrator Standard or be otherwise ineligible to undertake it				
Date Created	February 2024		Date Reviewed	February 2024