

Job Description and Person Specification



Job Description

Job Title	Operational Support Officer
Grade	3
Service	Children's Services
Reports to	Programme Support Officer
Location	City wide
Job Evaluation Code	X9069L



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

The West Midland Teaching Partnership is one of 27 social work teaching partnerships accredited by the Department for Education to strengthen the quality of education and training for social work students and practitioners across the West Midlands. We are funded by the Department for Education as well as contributions from our Partners and are making significant progress in our aim to be a sustainable and viable Partnership.

Our partnership includes Local Authorities, Children's Trusts, NHS Trusts and Higher Education Institutes (HEIs). The partnership reflects the strategic priorities of the West Midlands Association of Directors of Children's Services (ADCS) and the West Midlands Association of Adult Social Services (ADASS). The partnership is led by Principal Social Workers, Workforce Development Leads and Senior Academics across Children's and Adult Services. We bring together practitioners, senior managers, academics, researchers and people with lived experience of social work and work together to make positive changes and improvements to social work education and practice.

Our Vision is to achieve excellence in social work education and professional practice through a research-led and evidence-based approach.

Main Duties & Key Accountabilities

This is an exciting opportunity to support the ongoing development of the West Midlands Social Work Teaching Partnership as an Operational Support Officer reporting to the Programme Support Officer. You would be joining a very supportive team comprising Consultant Social Workers, a Programme Manager and the Programme Support Officer.

The Operational Support Officer coordinates the administrative processes for the Programme Team. This includes managing the logistics and delegate management of our varied events and training portfolio and will, from time to time, require travel to venues to assist with set-up, registration and packing up. The post involves diary management and meeting logistics such as planning meetings in diaries in advance with planning dates held in key stakeholder diaries, tracking attendance and apologies of attendees, attending meetings to take comprehensive minutes, and ensuring all information is disseminated to attendees pre and post meeting. The Operational Support Officer will also manage our contact database ensuring contact details are up-to-date and accurate and become a superuser of the system. There will also be a requirement to manage our placements database and administration of our team meetings which are held both face-to-face and online.

This is a fantastic opportunity to really make the role your own and there are opportunities to develop and progress within the Partnership and our host organisation, Coventry City Council. The work is varied, and you will have contact with local authorities, Trusts and Higher Education Institutes across the Teaching Partnership. This role became vacant due to the previous Operational Support Officer taking a progression role within our host organisation.

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Key Relationships

External Partner contacts such as Principal Social Workers, Higher Education Institute leads, Directors, Social Workers	Internal Finance department, Human Resources, Meeting and Events Teams, Consultant Social Workers, Programme Manager
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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

Person specification

Job Evaluation Code	
Knowledge	
Knowledge of the services provided by Local Government, in particular Children's Services	
Knowledge of IT packages and systems to support word processing and presentation of documents	
Health and Safety in relation to the office environment	
Basic knowledge of data protection implications	
Of equal opportunities issues in relation to delivering services to the public and in the workplace	
Knowledge of information management systems, in particular Liquid Logic or equivalent systems	
Skills and Abilities	
Ability to prioritise own workload and that of others	
Ability to work flexibly and respond to changing priorities	
High level of communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members	
Ability to maintain confidentiality of information	
Ability to be able to train and guide team members in office procedures	
Excellent organisational skills to maintain office systems and arrange meetings	
Ability to take and produce high quality minutes in the support of meetings	
Experience	
Of a wide range of clerical and administrative work	
Of using and maintaining computerised systems	
Of producing a range of high quality word processed documentation e.g. Reports	
Of dealing with a wide range of people in order to handle enquiries and resolve enquiries	

Qualifications
Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent work based experience
Willingness to undertake training and develop knowledge and skills
Special Requirements
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Date Created	22/11/2022	Date Reviewed	22/11/2022
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