



Coventry City Council

Job Description

Job Title:	Senior Administrator – Education and Skills	Job Number:	X9069L
Service:	Coventry Music – Education Entitlement	Grade:	Grade 3
Location:	Enterprise House (Drapers Hall Mid 2021)		

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 provide a high quality administrative and general office support to services, teams and individuals within the Education and Skills division.

Main Duties and Responsibilities:

Service Management

1. Deal with enquiries, through varying mediums (e.g. Face to Face, Telephone & Email), ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues
2. Document production, proof reading and formatting reports using bespoke and corporate IT software packages.
3. Data input and indexing using bespoke and corporate IT software packages
4. Maintain computerised filing systems, retrieving information as requested, and ensuring that information is kept up to date; including the creation of spreadsheets.
5. 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
6. Responsible for maintaining and ordering supplies of stationery, specialist resources and materials.
7. Place and receipt orders, and raise invoices as appropriate
8. Handle a small amount of petty cash and update reconciliation sheets.
9. Handle straightforward correspondence and allocate e-post to team/service users.
10. Work Flexibly to meet the needs of the service.

People Management

11. Assist with the allocation and prioritisation of work within the Admin Team.
12. Provide support to the team in the absence of the team leader, occasionally deputising in their absence
13. Undertake training and support to all team members in office systems and procedures
14. 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 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, incidents, accidents and near misses, and any 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 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

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: Business and Finance Officer

Date Reviewed: June 2021

Updated: June 2021



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Person Specification

Job Title:	Senior Administrator – Education and Skills	Job Number:	X9069L
Service:	Education and Skills	Grade:	Grade 3
Location:	City wide		

Area	Description
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Knowledge:	<ul style="list-style-type: none">• Knowledge of the services provided by Local Government• Knowledge of service area
	<ul style="list-style-type: none">• Knowledge of IT packages and systems to support word processing 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">• Knowledge of data protection implications
	<ul style="list-style-type: none">• Of equal opportunities issues in relation to delivering services to the public and in the workplace

Skills and Abilities:	<ul style="list-style-type: none">• Ability to prioritise own workload and that of others
	<ul style="list-style-type: none">• Ability to work flexibly and respond to changing priorities
	<ul style="list-style-type: none">• 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
	<ul style="list-style-type: none">• Ability to maintain confidentiality of information
	<ul style="list-style-type: none">• Ability to be able to train and guide team members in office procedures
	<ul style="list-style-type: none">• Excellent organisational skills
	<ul style="list-style-type: none">• Excellent ICT skills to update and maintain office systems

Experience:	<ul style="list-style-type: none">• Of a wide range of clerical and administrative work
	<ul style="list-style-type: none">• Of using and maintaining computerised systems
	<ul style="list-style-type: none">• Of proof-reading and formatting a range of high quality word processed documentation e.g. reports
	<ul style="list-style-type: none">• Of dealing with a wide range of people in order to handle enquiries and resolve enquiries

Educational:	<ul style="list-style-type: none">• Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent experience
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Special Requirements:	<ul style="list-style-type: none"> • Willingness to undertake training and develop knowledge and skills

Date Reviewed: June 2021

Updated: June 2021