



Coventry City Council

## Job Description

<b>Post:</b>	Administration and Finance Apprentice	<b>Job Number:</b>	
<b>Service:</b>	Business and Continuous Improvement	<b>Post Number:</b>	
<b>Location:</b>	Friargate Floor 9/Remote working	<b>Grade:</b>	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 provide high quality administrative and financial support to the Business and Continuous Improvement Team.

### Main Duties and Responsibilities:

#### Financial Tasks

1. Processing of invoices.
2. Inputting of care packages on Social Care database.
3. Analysing of information from finance systems.
4. Assisting in the processing of charges for clients.
5. Updating of financial control spreadsheets.

#### System Administration Tasks

1. Monitoring Helpdesks in Children's Services to assist users.
2. Complete weekly tasks and reports to support system data integrity.
3. Write guidance notes for users regarding system developments.

#### General Administrative Tasks

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. Provide support to the team when required.

7. Work flexibly to meet the needs of the service.

- 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, 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:** one of  
Financial Operations Manager  
Business Systems Manager  
Programme Delivery Manager

**Date Reviewed:** August 2021

**Updated:** August 2021



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## Person Specification

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Area	Description
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<b>Knowledge:</b>	• Knowledge of IT packages and systems: word processing, data entry, record keeping and presentation of documents
	• Health and safety in relation to the office environment
	• Data protection and its implications
	• Equal opportunities issues in relation to delivering services to the public and in the workplace

<b>Skills and Abilities:</b>	• 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
	• Able to work to deadlines
	• Ability to maintain confidentiality of information
	• Strong numerical skills and attention to detail

<b>Experience:</b>	• Of administrative or financial work desirable but not essential
	• Of using and maintaining computer systems

<b>Educational:</b>	• 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
	• Ability to complete Business Administrator Level 3 Apprenticeship Standard

<b>Special Requirements:</b>	• Willingness to undertake training and develop knowledge and skills
	• 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).

**Date Reviewed:** August 2021

**Updated:** August 2021