

# Job Description and Person Specification

Role: Senior Administrator Coroners & Registrars



## Job Description

|                            |                                              |
|----------------------------|----------------------------------------------|
| <b>Job Title</b>           | Senior Administrator – Coroners & Registrars |
| <b>Grade</b>               | Grade 3                                      |
| <b>Service</b>             | Coroners & Registrars                        |
| <b>Reports to</b>          | Administration Team Leader                   |
| <b>Location</b>            | City Wide                                    |
| <b>Job Evaluation Code</b> | 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

### Purpose of the role

To provide a high quality administrative and general office support to services, teams and individuals within the City Council in line with service level agreements.

## Main Duties & Key Accountabilities

### Core Knowledge

### 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. Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.
3. Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.
4. Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
5. Place and receipt orders, and raise invoices as appropriate
6. Receiving and processing small amounts of cash and cheque payments, including operating a small amount of petty cash and update of reconciliation sheets.
7. Handle straightforward correspondence on behalf of others, and undertake Minute taking as appropriate
8. Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members
9. Reception duties and ushering ceremony parties when required
10. Receiving death referrals from third parties, inputting sensitive information on to the Coroners system, dealing with bereaved families and may be required to attend Coroners Court to assist the Coroner.

## People Management

1. Assist with the allocation and prioritisation of work to the Administration Team and undertaking quality checks in relation to the work produced by the team to ensure compliance with SLAs
2. Provide support to the team in the absence of the team leader, occasionally deputising in their absence
3. Undertake training of Administration team members in office systems and procedures and health and safety requirements
4. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

| External                                                                                                                          | Internal                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| General Public<br>Coroners<br>Hospital & GP Surgeries<br>Crematoriums<br>Mortuary<br>Funeral Directors<br>General Register Office | Registration & Coroners Service<br>Children's and Adult Services |

## 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.

## Person specification

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <b>Job Evaluation Code</b>                                                                                                                                              | X9069L |
| <b>Knowledge</b>                                                                                                                                                        |        |
| Knowledge of the services provided by Local Government                                                                                                                  |        |
| 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                                                                     |        |
|                                                                                                                                                                         |        |
| <b>Skills and Abilities</b>                                                                                                                                             |        |
| 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                                                                                             |        |
|                                                                                                                                                                         |        |
| <b>Experience</b>                                                                                                                                                       |        |
| 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                                                                               |        |

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|-----------------------------------------------------------------------------|
| <b>Qualifications</b>                                                       |
| Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent experience |
| Willingness to undertake training and develop knowledge and skills          |
| <b>Special Requirements</b>                                                 |
|                                                                             |

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|---------------------|---------------|----------------------|--|
| <b>Date Created</b> | February 2023 | <b>Date Reviewed</b> |  |
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