

Job Description

Job Title:	Senior Administrator – Coroners & Registrars	Job Number:	X9069L
		Post Number:	
Service:	Coroners & Registrars	Grade:	Grade 3
Location:	City wide		

Our Values

It's great to know that you are interested in working with us at Coventry City Council. As a perspective employee it is important that everyone who works for us is committed to our One Coventry values and shares 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 City Council in line with service level agreements.

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. 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

11. 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
12. Provide support to the team in the absence of the team leader, occasionally deputising in their absence
13. Undertake training of Administration team members in office systems and procedures and health and safety requirements
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, 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 Equality, Diversity and Inclusive Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: Administrators, Admin Assistants and Apprentices (Work Allocation)

Responsible to: Admin Team Leader

Date Reviewed: April 2021

Updated: April 2021

Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none"> Knowledge of the services provided by Local Government
	<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"> Basic 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 to maintain office systems and arrange meetings
	<ul style="list-style-type: none"> Ability to take and produce high quality minutes in the support of meetings

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 producing 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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	<ul style="list-style-type: none"> Willingness to undertake training and develop knowledge and skills
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Special Requirements:	
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Date Reviewed: April 2021

Updated: April 2021