



Coventry City Council

Job Description

Job Title:	Administrative Officer	Job Number:	X9069L
Service:	Streetscene and Regulatory Services	Post Number:	
Location:	Whitley Depot/ City Wide	Grade:	G3

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:

Under the general direction of the Senior Administrative Officer to be responsible for the delivery of administrative support to Streetscene and Regulatory Services.

To deputise for the Senior Administrative Officer

Main Duties and Responsibilities:

1. Deal with enquiries efficiently and in line with service standards and corporate processes, through varying mediums and where possible resolve at first contact.
2. Maintain an up to date knowledge of corporate systems and standards, including digital and manual systems, keeping data up to date. Continue to revise information systems and procedures as and when required as guided by the Senior Administrative Officer / Whitley Depot Manager.
3. Update and maintain management systems for reporting performance of, Fly-tipping, complaints, inspection and monitoring reports, Health & Safety, KPI's, appraisal systems, annual leave, sickness recording, training records and performance summits.
4. Undertake financial administrative activities, meeting any deadlines set.
5. Provide a support service for service managers with service specific activities as directed by the Senior Administrative Officer / Whitley Depot Manager
6. Provide support to the Technical Team, co-ordinating the MSK Clinic and assisting with well-being days for Whitley Depot.
7. 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: Senior Administrative Officer

Date Reviewed: 20.11.19

Updated: 08.2021



Coventry City Council

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• Good knowledge of IT packages and systems to support word processing, spreadsheets and presentation of documents• Health and Safety in the workplace 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 a range of office systems and procedures• Good customer care
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Skills and Abilities:	<ul style="list-style-type: none">• 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
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Experience:	<ul style="list-style-type: none">• Of a wide range of clerical and administrative work (digital and manual)• Of using and maintaining computerised systems• Of producing a range of high quality word processed documents and presentations e.g. reports, presentation slides• Of dealing with a wide range of people in order to handle enquiries and resolve enquiries
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Educational:	<ul style="list-style-type: none">• Good standard of numeracy and literacy
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| | <ul style="list-style-type: none">• Formal IT qualification in a range of software packages |
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Special Requirements:	<ul style="list-style-type: none">• Willingness to undertake further training and develop knowledge and skills
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Date Reviewed: 20.11.19

Updated: