

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Administrator (Evenings)
<b>Grade</b>	3
<b>Service</b>	Adult Education Service
<b>Reports to</b>	Line Manager
<b>Location</b>	Any Location offering an Adult Education Service
<b>Job Evaluation Code</b>	



## 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 / Output

To provide a high quality, professional, supportive and responsive evening reception and administrative function within the Coventry Adult Education Service.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Provide a positive customer facing service to deal with enquiries from a range of internal and external stakeholders at various levels within an organisation. Enquiries will be dealt with in a professional and timely manner through a range of media eg face to face, telephone, text and email. Where possible, enquiries are to be resolved at first contact, or messages taken and passed on to the relevant person for action; own judgement and initiative are to be used as to when to pass on more complex issues.
2. Ensure internal/external stakeholders receive the correct information/advice and guidance, as appropriate and within current legislation eg information relating to learner's meetings, assessments, programmes, exam bookings, bursary, general wellbeing, using own judgement and initiative as to when this needs to be escalated.
3. Handle day to day operational issues sensitively, eg enquiries, queries and challenging situations, using own judgement and initiative, escalating more complex issues when required.
4. Undertake data input (eg learner information, attendance, examination results, progression, destination) and document production using the range of systems in use within the organisation, ensuring confidentiality of all learner data is maintained.
5. Maintain accurate computerised and manual filing systems, retrieving information as requested, ensuring that information is kept up to date; to include creation of databases and/or spreadsheets (as appropriate) and providing information and reports as required.
6. Responsible for maintaining supplies of stationery and other consumables required to maintain Adult Education programmes, as well as other additional items required upon request.
7. Place and receipt orders and raise invoices, as appropriate.

8. Receiving and processing enrolment fees and other items via cash, cheque or credit/debit card payments. Operating a small amount of petty cash and completing associated paperwork.
9. Handle straightforward correspondence including producing letters and meeting notes, making telephone calls, and sending emails and text messages on behalf of the Adult Education Service.
10. Maintain an up-to-date knowledge of corporate systems and standards and pass on information to other team members.
11. Work flexibly at various venues across the city to meet the needs of the Adult Education Service. Needs may change from time to time, which could result in moving.
12. Flexible working may include working occasional evenings and weekends at different venues across the city eg to cover sickness, attend events/award ceremonies, promote the Service.

### **People Management**

13. Assist with the allocation and prioritisation of work within the Service, undertaking quality checks to ensure compliance with policy and procedures and external requirements
14. Undertake training of colleagues in office systems/software and procedures and health and safety requirements
15. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> SEND Team Prospects Job Shop Programme Management Team Schools, Colleges and Training Providers Through Care - LAC	<b>Internal</b> Job Coaches Employment Link Officer Adult Education Staff
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## 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.

## Responsible for:

Staff managed by postholder: **N/A**

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>• Knowledge of the services provided by Local Government</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of IT packages and systems to support word processing and presentation of documents</li> </ul>	
<ul style="list-style-type: none"> <li>• Health and Safety in relation to the office environment</li> </ul>	
<ul style="list-style-type: none"> <li>• Knowledge of data protection and safeguarding implications</li> </ul>	
<ul style="list-style-type: none"> <li>• Of equality and diversity issues in relation to delivering services to the public and in the workplace</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Ability to prioritise own workload and that of others, using initiative and own judgement to resolve day-to-day situations, only escalating issues to line manager where needed.</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to work flexibly and respond to changing priorities</li> </ul>	
<ul style="list-style-type: none"> <li>• High level of communication and interpersonal skills, both written and verbal to deal with members of the public, able to establish a rapport with colleagues, team members and learners</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to maintain confidentiality of information</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to be able to train and guide team members in office procedures and equipment</li> </ul>	
<ul style="list-style-type: none"> <li>• Excellent organisational skills to maintain office systems, arrange meetings, award ceremonies, interviews etc</li> </ul>	
<ul style="list-style-type: none"> <li>• Ability to take and produce high quality notes to support meetings</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Of a wide range of reception, clerical and administrative work</li> </ul>	
<ul style="list-style-type: none"> <li>• Of using and maintaining a range of computerised systems</li> </ul>	
<ul style="list-style-type: none"> <li>• Of producing a range of high-quality documentation e.g. letters, reports, spreadsheets, certificates</li> </ul>	
<ul style="list-style-type: none"> <li>• Of dealing with a wide range of people in order to handle/resolve enquiries, day to day operational queries and challenging situations.</li> </ul>	

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>English and maths qualification at Level 2</li> </ul>
<ul style="list-style-type: none"> <li>IT qualification e.g. ITQ, ECDL or equivalent</li> </ul>
<ul style="list-style-type: none"> <li>First Aid trained, or willing to undertake training</li> </ul>
<ul style="list-style-type: none"> <li>Business administration qualification (desirable)</li> </ul>
<b>Special Requirements</b>
<ul style="list-style-type: none"> <li>Willingness to undertake training and develop knowledge and skills</li> <li>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</li> </ul>

<b>Date Created</b>	July 2019	<b>Date Reviewed</b>	March 2024
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