



Coventry City Council

## Job Description

<b>Post:</b>	Apprentice Project Officer	<b>Job Number:</b>	
<b>Service:</b>	Employment and Skills - People	<b>Post Number:</b>	1036796
<b>Location:</b>	Job Shop	<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 work with service users, colleagues and partners in a range of tasks, such as facilitating events, inputting data and supporting with any Job Shop queries.
- Liaising with Employers and Training Providers in the Coventry region, supporting them with increasing awareness of their opportunities through the Job Shop.

### Main Duties and Responsibilities:

- Participate in organising and facilitating our monthly virtual events with employers and service users.
- Support the Employer Hub team with administrative tasks such as: Advertising vacancies, events & Workshops.
- Record and input data via our internal database including customer information for events and workshops according to GDPR laws.
- Respond to customer enquiries via email and telephone calls in a timely manner and liaise with Job Shop colleagues to solve customer queries.
- Interact with The Job Shop partners such as Adult Education & The National Careers Service to develop business relationships and work to achieve high results to getting service users into training or employment.
- Liaise with the Employer Hub team in promoting large company vacancies such as HS2 & Commonwealth Games via our internal database.

- Have 1:1 interaction with current and previous service users in re-engaging with our service within The Job Shop.
- Assist with taking part in weekly team meetings and raising any new opportunities to the Job Coaches, Employer Hub & Management Team.
- Engage in high quality customer service to meet & greet customers and visitors including employers and assist the team in our Front Desk services.
- Assist the Employer Hub in facilitating large recruitment events when required, including interacting with employers and service users.
- Assist with The Job Shop's social media platforms which include Facebook and Twitter as well as our website to promote The Job Shops employment and training opportunities to current and potential customers in line with Coventry City Council's policies.
- Ensure that all the Job Shop's vacancies are monitored and advertising. This will consist of creating posters, external and internal newsletters, uploading them to our website and promoting them internally to colleagues.
- To create digital content for our internal TV monitors and keep it updated with upcoming and current vacancy and training opportunities.
- Develop knowledge of our internal client database and deal with customer registrations under the GDPR laws.
- To record and complete tasks undertaken and agreed by manager.
- Report any issues to management in a safe and concise manner.
- To prepare for and attend supervision with management.
- Complete mandatory training according to Coventry City Council including GDPR, Data Protection and Health & Safety.
- 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:** Principal Employment Officer – Employment and Skills Team

**Date Reviewed:** April 2021

**Updated:** April 2021



Coventry City Council

## Person Specification

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<b>Service:</b>	Employment and Skills – People	<b>Post Number:</b>	
<b>Location:</b>	Job Shop	<b>Grade:</b>	Apprentice

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Basic knowledge of the Employment and Skills sector</li><li>• Basic understanding of the Job Shop service</li></ul>
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<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Good verbal and written communication skills</li><li>• To be able to provide customer service in a frontline environment and via telephone &amp; e-mail</li><li>• Good organisation skills and strong attention to detail</li><li>• Computer literate and confident with using Microsoft Office (Excel, Word, PowerPoint and Outlook etc)</li><li>• Ability to complete tasks and work to deadlines</li><li>• Ability to work sensitively with a range of service users with complex and challenging needs.</li><li>• Ability to maintain confidential information using GDPR laws.</li><li>• Ability to use own initiative &amp; work independently and within a team.</li></ul>
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<b>Experience:</b>	<ul style="list-style-type: none"><li>• Basic customer service experience would be desirable but not essential</li></ul>
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<b>Educational:</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• Ability to complete Business Administrator Level 3 Apprenticeship Standard</li></ul>
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<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>•</li></ul>
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**Responsible for:** N/A

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