Job Description and Person Specification





Job Description

Job Title	Senior Administrator- Adult Service	
Grade	Grade 3	
Service	Adult Social Care – Internally Provided Services	
Reports to	Admin Team Leader - Adult Services	
Location	Any Location providing Adult Services	
Job Evaluation Code	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 / Output

• To provide a high quality administrative and general office support to services, teams and individuals within the City Council Adult Services.

Main Duties & Key Accountabilities

Core Knowledge

Service Support

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.

Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.

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.

Responsible for maintaining supplies of stationery and other office consumables for distribution upon request.

Place and receipt orders, and raise invoices as appropriate.

Receiving and processing small amounts of cash and cheque payments, including operating a small amount of petty cash and update of reconciliation sheets.

Handle straightforward correspondence on behalf of others, and undertake Minute taking as appropriate.

Maintain an up to date knowledge of corporate systems and standards and pass on information to other team members.

Work flexibly to meet the needs of the service.

People Management

Assist with the allocation and prioritisation of work to the Administrators and undertaking quality checks in relation to the work produced by the team.

Provide support to the team in the absence of the team leader, occasionally deputising in their absence.

Undertake training of team members in office systems and procedures and health and safety requirements.

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Any customer, citizen or organisation outside of Coventry City Council	Any employee or team within Coventry City Council

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

Qualifications

Person specification				
Job Evaluation Code	X9069L			
Knowledge				
Knowledge of the service	es provided by Local Government			
Knowledge of IT package	es and systems to support word processing and presentation of documents			
Health and Safety in rela	tion to the office environment			
Basic knowledge of data	protection implications			
Of equal opportunities is:	sues in relation to delivering services to the public and in the workplace			
Skills and Abilities				
Ability to prioritise own w	orkload and that of others			
Ability to work flexibly ar	d respond to changing priorities			
High level of communica colleagues and team me	tion and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with embers			
Ability to maintain confide	entiality 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 produc	ce high quality minutes in the support of meetings			
Experience				
Of a wide range of clerica	al and administrative work			
Of using and maintaining	g computerised systems			
Of producing a range of	high quality word processed documentation e.g. reports			
Of dealing with a wide ra	ange of people in order to handle enquiries and resolve enquiries			

Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent experience

Willingness to undertake training and develop knowledge and skills

Special Requirements

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Disclosure & Barring Service (DBS) will be required prior to appointment.

Date Created	23.11.2022	Date Reviewed	23.11.2022	
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