



Coventry City Council

Job Description

Job Title:	Operational Support Assistant	Job Number:	X9050L
Directorate:	People	Post Number:	
Service:	Children's Services	Grade:	Grade 2
Location:	City Wide		

Job Purpose:

To provide good quality support to services, teams and individuals within Children's Services,

To support with Improvement and Ofsted priorities in Children's Services, whilst continuously working to the overall objective of making a difference to improve the lives of Children, Families and Young People.

Main Duties and Responsibilities:

1. Deal with enquiries, through various mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action.
2. Undertake data input and document production using the range of systems in use within the organisation including reports and minutes e.g. Multi Agency Strategy discussions.
3. Maintain a working understanding of information management systems used within Children's Services
4. Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date
5. Responsible for handling, processing and distribution of all mail as directed
6. Responsible for maintaining supplies of stationery and other office consumables for distribution upon request
7. Place and receipt orders, and raise invoices as appropriate
8. Receiving and processing small amounts of cash and cheque payments, including operating a small amount of petty cash and update of reconciliation sheets.
9. Undertake Note taking for meetings as appropriate
10. Attend training courses to develop knowledge and skills as appropriate and needed within Children's Services using available methods of learning in order to be effective in the job role.

11. Understand the sensitivities and implications of accessing and dealing with sensitive and personal information relating to Children and Young People on a daily basis, ensuring personal data protection training is kept up to date.

12. 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 Equal Opportunities Policy.

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

Responsible for: N/A

Responsible to: Operational Support Manager or Operational Support Team Leader

Date Reviewed: November 2018

Updated: January 2020



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Basic knowledge of services that are provided by Local Government and Children's Services
	<ul style="list-style-type: none"> • Basic knowledge of Data Protection issues in an office environment
	<ul style="list-style-type: none"> • Knowledge of a range of IT applications e.g. word, excel, email
	<ul style="list-style-type: none"> • Basic understanding of how to provide good customer care
	<ul style="list-style-type: none"> • Basic understanding of Health and Safety requirements in relation to the office environment
	<ul style="list-style-type: none"> • Basic knowledge of Equal Opportunities issues in the workplace
	<ul style="list-style-type: none"> • Basic knowledge of information management systems in particular Liquid Logic

Skills and Abilities:	<ul style="list-style-type: none"> • Keyboard skills and the ability to undertake training in a variety of IT systems
	<ul style="list-style-type: none"> • Good communication skills in order to take information from people and answer queries, provide information to others on the telephone and face to face
	<ul style="list-style-type: none"> • Good level of accuracy for word processing and input/retrieval of information and organising meetings
	<ul style="list-style-type: none"> • Able to work to deadlines using judgement to organise workload
	<ul style="list-style-type: none"> • Able to undertake arithmetic calculations e.g. those associated with the completion of invoices
	<ul style="list-style-type: none"> • Ability to maintain confidentiality of information
	<ul style="list-style-type: none"> • Able to take notes and action points in the support of meetings

Experience:	<ul style="list-style-type: none"> • Experience of dealing with people to answer enquiries and to work well within a team
	<ul style="list-style-type: none"> • Of the use of office equipment
	<ul style="list-style-type: none"> • Of a variety of clerical tasks
	<ul style="list-style-type: none"> • Using systems to input and retrieve information
	<ul style="list-style-type: none"> • Undertaking word processing to produce a range of document types

Educational:	<ul style="list-style-type: none">• Literacy and numeracy skills to undertake word processing of a range of documents and to undertake arithmetic calculations
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Special Requirements:	<ul style="list-style-type: none">• Willingness to undertake appropriate training• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.• A Standard DBS check will be undertaken as part of the pre-employment checks for this post
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