



Coventry City Council

Job Description

Vacancy Reference No:

Job Title:	Governance Services & School Appeals Apprentice	Job Number:	
Directorate:	Legal and Governance Services	Post Number:	
Service:	Governance Services / School Appeals	Grade:	Apprentice
Location:	Council House and remote working		

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:

The Governance Services and School Appeals Team undertake work to ensure that the political management arrangements / decision making function of the Council and requests for school admission appeals and exclusion reviews are undertaken within the respective legal frameworks for each area. You will be required to:

1. Work as part of a team within Governance Services and School Appeals function to ensure that legal timescales and obligations are met by providing full administrative support to the Team.
2. Work to support Governance Services and School Appeals in the delivery of its statutory requirements.
3. Undertake day to day duties to ensure business is effective and efficient as possible, including maintaining various databases and filing systems in accordance with the requirements of the GDPR.

Main Duties and Responsibilities:

1. Work as part of a team to achieve performance objectives in an environment where the customer is at the heart of everything the team does.
2. Undertake a range of administrative tasks to support the work of the team, complying with various legislation and legal timescales, to include arranging meetings, preparing documents for meetings and hearings, and data inputting.
3. Assist with answering telephone calls within the service and, when unable to provide a response to queries, take accurate telephone messages and ensure that they are passed on to the relevant person within the service in a timely manner
4. Undertake word processing of documents e.g. letters, memos and completion of standard forms and templates, and ensuring they are completed within specified legal timescales

5. Maintain computerised and manual filing systems
6. Input information on to databases to ensure that information is kept up to date
7. Use a range of office equipment e.g. photocopiers, laminators,
8. Assist with keeping the office organised and maintain supplies of office equipment i.e. paper, toner, stationery etc.
9. Meet visitors and provide hospitality as necessary, including providing assistance at meetings and school appeal hearings when members of the public are expected to attend
10. Attend training courses and develop knowledge and skills
11. Sort, distribute and log incoming mail and assist with sending mail
12. Collect and make deliveries of documentation to and from other offices
13. Photocopy, print, collate and distribute documentation
14. To fulfil the requirements to achieve Level 3 Business Administrator Apprenticeship Standard.

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

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.

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.

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

Responsible for: N/A

Responsible to: Governance Services Co-ordinator

Date Reviewed:

Updated: February 2021



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Person Specification

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Area	Description
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Knowledge:	Basic knowledge of the services that are provided by Local Government
	Basic knowledge of office procedures
	Basic knowledge of IT applications e.g. word, excel or data input.
	Understanding of how to provide good customer care
	Basic knowledge of equal opportunities in the workplace

Skills and Abilities:	Accurate keyboard skills and the ability to undertake training in word processing and data inputting
	Communication skills in order to take information from people and give out information on the telephone and face to face
	Able to work accurately to follow procedures and undertake straightforward arithmetic calculations
	Able to work to deadlines
	Ability to operate a range of office equipment e.g. photo copier, fax
	Ability to maintain confidentiality of information

Experience:	Of administrative work desirable but not essential
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Educational:	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.
	Ability to complete Business Administrator Level 3 Apprenticeship Standard.

Special Requirements:	Willingness to undertake appropriate training
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Date Reviewed:

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Human Resources