



Coventry City Council

## Job Description

**Vacancy Reference No:**

**Job Title:**

Administrator

**Job Number:**

**Post Number:**

1024411

**Service:**

Occupational Health, Safety & Wellbeing Service.

**Grade:**

3

**Location:**

3 City Arcade, Coventry.

**Job Purpose:**

To provide a clerical/administrative support to the Occupational Health, Safety and Wellbeing Service, including the service manager, medical officers, occupational health advisors, counsellors, health and safety officers, first aid trainers and assessors.

**Main Duties and Responsibilities:**

**NB STRICT CONFIDENTIALITY MUST BE MAINTAINED AT ALL TIMES, AND EMPLOYEES ARE REQUIRED TO SIGN A CONFIDENTIALITY CLAUSE.**

- 1 Co-ordinate appointment systems, diaries, meetings and enquiries.
- 2 Provide administrative and clerical support, to meet corporate deadlines and Service KPI's, with particular attention to the accuracy, including record systems and technical and medical reports.
- 3 Maintain appropriate systems for record keeping and process monitoring.
- 4 Maintain medical and BACP confidential information held both manually and on computer database. Uphold confidentiality as instructed by medical, nursing and psychotherapy professional bodies.
- 5 Review, update and maintain filing systems.
- 6 Assist in the administrative duties associated with organising medical, health and safety and counselling courses, training and assessing, including First Aid at Work .
- 7 Assist in the administrative duties associated with the finance function including placing purchase orders, receipting and sales invoices.
- 8 Assist in organising and supporting the Health Promotion Programme, including organising venues, attendees, information packs; etc.

- 9 Maintain accurate databases and providing administrative support for statistical analysis relating to workplace trends, usage of the service and future planning and development.
  - 10 Support the Health & Safety accident/incident and ill health reporting systems.
  - 11 Respond to complex enquiries associated with workplace health and the psychological service provision, to minimise the need to escalate the enquiry to another level.
  - 12 Act as the first point of contact for employees of the City Council and external clients, including contracts, having the ability to effectively manage situations where the client can be distressed/ confrontational.
  - 13 Assist the Administrative Officer in ensuring stocks of essential literature, medical supplies and stationery are maintained.
  - 14 Any other duties and responsibilities within the range of the salary grade.
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You **must** include the health and safety responsibility option below that is appropriate to the level of the post and delete the others :-

#### **All employees**

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.

You **must** include the safeguarding option below that is most appropriate to the level of the post and delete the others:-

#### **All employees**

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
- To ensure the development and delivery of a directorate Safeguarding Children and Vulnerable Adult action plan that supports and is aligned with the council's corporate plan
- To provide adequate resources to enable the discharge of their Safeguarding Children and Vulnerable Adult responsibilities

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

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

<b>Responsible for:</b>	Not applicable	<b>Responsible to:</b>	Administrative Officer
<b>Date Reviewed:</b>		<b>Updated:</b>	



Coventry City Council

## Person Specification

<b>Job Title:</b>	Administrator	<b>Job Number:</b>	
<b>Post Number:</b>	1024411		
<b>Service:</b>	Occupational Health, Safety and Wellbeing Service.	<b>Grade:</b>	3
<b>Location:</b>	3 City Arcade, Coventry.		

Area	Description
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<b>Knowledge:</b>	Awareness of working in a confidential environment.
	Good knowledge and understanding of clerical functions.
	Working knowledge of Microsoft Word and Excel and databases
	Ability and flexibility to multi-task
	Knowledge of data protection and its implication

<b>Skills and Abilities:</b>	Good communication skills, both verbal and written (e.g. memos and basic letters)
	Organise and prioritise own workload, recognising work load implications and ensure deadlines are met responding to changing priorities.
	Maintain accurate and effective administration and information systems (e.g. filing, recording information)
	Ability to maintain confidentiality
	Accurate keyboard skills.
	Recording messages accurately and relaying them (verbally and in writing)
	Working in an orderly and methodical manner and be able to multitask.
	Work as part of a team which will require a flexible, positive and pleasant approach.
	Use of office technology including copier, telephone, word processor and databases.

<b>Experience:</b>	Experience of working in a busy, confidential environment which will require a flexible approach.
	Experience in the use of Microsoft Word and Excel and databases

<b>Educational:</b>	Numeracy and literacy skills must be demonstrated
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Human Resources

<b>Special Requirements:</b>	Flexibility in working hours required
	Ability to work as part of a team.

**Date Reviewed:** 19 November 2018

**Updated:** **November 2020**