JOB DESCRIPTION

JOB TITLE  Member and Civic Support Officer

POST NO.

SERVICE AREA  Policy and Communications

GRADE/SALARY  Scale 6

SECTION  Democratic and Scrutiny

RESPONSIBLE TO  Senior Democratic and Scrutiny Officer

RESPONSIBLE FOR  Relief Chauffeurs

MAIN PURPOSE OF POST

To deliver a comprehensive member, member development and civic support function.

To provide high level and confidential secretarial, administrative and executive support to the Leader and Deputy Leader of the Council.

KEY AREAS OF RESPONSIBILITY

Personal assistant support for the Leader, Deputy Leader and Mayor
Member support
Civic support
Member development (with HR)
Community engagement and event support

DUTIES AND RESPONSIBILITIES

The postholder must, at all times, carry out their duties and responsibilities to comply with Council policies/procedures.

1. To provide personal assistant support to the Leader, Deputy Leader and Mayor including:
   - Maintaining a professional and effective interface for the Leader and Deputy Leader, liaising with a wide variety of internal and external stakeholders
   - Confidential management correspondence, reports and documents
   - Diary management, arranging meetings, appointments and appearances
   - Making travel arrangements
   - Receiving and screening telephone calls
   - Processing expenses claims
   - Audio/copy typing and word processing
   - Maintaining records and files
Office support
Developing and organising the Mayor’s biography, leaflets and website updates

2. To manage the member support office and co-ordination of security, technology, administrative forms including the register of interests and councillor contact information to enable members to carry out their duties.

3. To provide administrative support for elected members including office support.

4. To provide a comprehensive transport service for the Mayor and other civic duties including the supervision and delegation of duties for the relief Chauffeurs.

5. To give assistance to the Mayor and Deputy Mayor on all official engagements including assistance with speech writing as required.

6. To develop and deliver the annual programme of mayoral and civic events e.g. Mayor Making, Remembrance Sunday and Town Twinning Events, including financial and risk management.

7. To organise Royal visits and Freedom Parades including communication and liaison with the Lord Lieutenant’s Office and security services.

8. Undertaking quasi-legal work to support the key areas for responsibility at the direction of the Local Government & Regulatory Law Manager and the Property, Procurement & Contracts Manager.

9. To be responsible for the upkeep and security of the Borough’s Civic Collection and keeping an up to date inventory of all civic silver and china and ensuring that the Mayor’s Chain and Badge are kept secure at all times.

10. Supporting a range of engagement programmes within the key areas of responsibility including visits to the Mayor Parlour and to encourage local democracy.

11. To support the wider Policy and Communications service in the delivery of community engagement programmes and events with a particular focus on local democracy.

12. To make the arrangements for civic funerals and to liaise with the funeral directors and members of the family and to produce the memorial service sheet for the church service.

13. To act as an adviser to employees, managers and elected members on issues related to the key areas of responsibility.

14. To assist in the development, adaptation and implementation of policies, procedures and briefing notes under the direction of the Senior Democratic
and Scrutiny Officer or Service Manager.

15. To support the Senior Democratic Services and Scrutiny Officer with the administration of the members allowance scheme and appointment of elected members to outside bodies.

16. In conjunction with Human resources and the Senior Democratic and Scrutiny Officer, to support the development and co-ordination of the members development programme including member induction.

17. Utilising skills, knowledge and experience to assist other the wider Policy and communications service and other services on specific projects and during peak demand periods.

18. Any other duties which are similar/equal to the responsibility and grade of the post.

**SPECIAL FEATURES OF POST**

You may be required to carry out your duties at your present workplace or at another Council site.

Due to the need to work closely with a range of stakeholders and the need to organise, deliver and attend events it will be necessary for the postholder to regularly work outside normal office hours including some evening and weekend work.

This is a politically restricted post

**PERSON SPECIFICATION**

**JOB TITLE**
Member and Civic Support Officer

**SERVICE AREA**
Policy and Communications

**SKILLS/KNOWLEDGE/ABILITIES/EXPERIENCE**

**Essential**

1. A knowledge of the structure and functions of local government and the civic duties of the Mayor.

2. Advanced communication skills and an ability to communicate at all levels.

3. Ability to handle confidential or sensitive information and to distinguish between political and non-political activities.
4. Ability to exercise diplomacy and tact in often emotive or politically charged situations.

5. The ability to provide a comprehensive personal assistant and member support function, including correspondence, telephone, diary, expenses and appointments management.

6. The ability to prepare well-structured briefing notes, speeches, letters and minutes for a variety of audiences including the Mayor, members, senior officers and partner agencies.

7. The ability to develop, project manage and deliver a range of key events including financial and risk management.

8. The ability to support innovative community engagement programmes and events.

9. The ability to support and co-ordinate learning and development programmes.

10. The ability to use a range of IT packages including word, excel, PowerPoint, committee management systems.

11. The ability to self-motivate, work well under pressure and to prioritise a variety of tasks and conflicting demands.

12. Willingness to work flexibly to meet deadlines and service demands, which may involve weekend and out of hours working to attend meetings and events.

DESIRABLE

1. Ability to use project management software e.g. Microsoft project.

2. Knowledge of local authority quasi-legal functions e.g. road closures.

3. Knowledge of members allowance schemes and appointment to outside bodies

EXPERIENCE

Essential

1. Experience of project managing and delivering a range of events and functions including financial and risk management.

2. Experience of providing a wide range of personal assistant and administrative support including correspondence, telephone, diary, expenses and appointments management.

3. Experience of supporting community engagement programmes and events.
4. Experience of support learning and development programmes.

5. Experience of using IT systems, including word processing, outlook, spreadsheets and PowerPoint.

6. Experience of developing briefing notes, speeches, letters and minutes for a variety of audiences.

7. Experience of directing and developing human resources to maximise delivery in key areas of responsibility.

Desirable

1. Experience of using financial management systems

2. Experience of using project management software

3. Experience of undertaking quasi-legal functions

QUALIFICATIONS

Essential

Level four qualification in a relevant field e.g. HNC or diploma in business administration (demonstrable equivalent skills and experience will be considered in appropriate cases)

Desirable

Project Management qualification

European Computer Driving License or similar ICT qualification

Management and development qualification e.g. ILM 3