

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Mayoralty & Business Manager	<b>Grade:</b> PO5
<b>Section:</b> Support & Member Services	<b>Directorate:</b> Chief Executives Group
<b>Responsible to following manager:</b> Head of Support & Member Services	<b>Responsible for following staff:</b> <ul style="list-style-type: none"> <li>- Mayors Support Officers x 2 FTE</li> <li>- Mayors Chauffeur Macebearer x 1 FTE</li> <li>- Mayoralty &amp; Democratic Services Assistant x 1 FTE</li> <li>- Casual catering &amp; driving staff</li> </ul>
<b>Post Number/s:</b>	<b>Last review date:</b> April 2021

### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

The post holder is the overall lead “civic officer” for both Richmond and Wandsworth Councils & responsible for the efficient organisation of both Mayoralties. In accordance with statutory requirements and civic protocols, the post holder is responsible for maintaining the reputation of both Mayoralties and promoting a positive image of the councils and positive leadership and links between the Councils and residents and local organisations in the boroughs.

Responsibilities include all aspects of the mayoralty, including the provision of Executive support, the planning and organisation of Civic events and fundraising events (in support of the Mayors' charities), supervision of casual support staff operating the charity accounts, and provision of internal and external communications (including social media) for the Mayoralties (in liaison with respective communications teams).

In addition, the postholder will be required to provide support across some other business activities in the team, including but not limited to management support to the SSA's Graduate Development Programme and budget management support to the wider Chief Executive's Group

## **Specific Duties and Responsibilities**

### Mayoralty

1. To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
2. To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
3. To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders.
4. Acts as overall lead Civic Officer, for both boroughs directing the work of the Mayoralty Team to ensure that dependable advice is given to the Mayors, the Leaders of the Council, the Chief Executive, Directors and others on all aspects of civic ceremonial and protocol; oversees the organisation of civic and charitable events hosted by the Mayors.
5. Responsibility for ensuring that both of the Mayoralties provide a professional and customer focussed entry point that is friendly, welcoming, calm and discreet; ensures that all contacts, however made (e.g. by telephone, letter, email or in person) are logged/ acknowledged and receive an appropriate and timely response.
6. Promotes & protects the work of both Mayors through use of social media in close liaison with the SSA Communications Teams. Directs the creation of programmes, leaflets and other material associated with civic events and manages the Mayoral webpages and public image.
7. Ensures that the day to day functions of both of the Mayoralties operate effectively and takes a proactive lead directing the frontline delivery in both boroughs including personally leading on events and supporting the Mayor as required.
8. Ensures that the new Mayors are inducted into their roles and that protocols & guidelines are followed, full briefing notes are produced and that diaries are robustly and effectively managed by the team

9. Ensures that Mayors' meetings and Civic events are implemented and delivered effectively and efficiently & provide value for money and positively support the reputation of both councils.
10. Looks for opportunities to share resources across the boroughs to obtain resilience and savings within the services.
11. Attends & leads on the delivery of key civic functions in both boroughs. Critically reviews the delivery & looks for new ideas and opportunities in order to continuously improve future delivery. Seeks & reviews feedback and ensures that best practice & resources are shared and implemented across both boroughs.
12. Ensures that the profile, marketing opportunities and contact lists for both Mayoralties are maintained and effectively managed. Looks for opportunities to support and market the Mayors' charities to new customers.
13. Responsible for effective delivery of both Mayor's Charity Appeals ensures that the charity accounts, gifts to the Mayoralty & donation collection arrangements are effectively managed, acts as a Charity trustee & bank account signatory for the Mayors' Charities and the procurement cards. Ensures that the accounts comply with the legal requirements for charities as required by the Charity Commission and HMRC, oversees the timely submission of the charity accounts and gift aid applications and is responsible for reconciling the Mayors Charity Bank Account
14. Oversees the links between the Leaders' offices, the Chief Executive's office, other departmental secretariats/director support teams, the Deputy Lieutenants Office and the Mayoralty; close liaison with the Leaders and the Chief Executive, particularly on matters relating to high-profile (e.g. Royal) visitors and significant civic events and ensures that the sovereignty of each borough is maintained
15. Responsible for the maintenance, insurance and security of both boroughs mayoral regalia (e.g. badges, chains and maces), civic silverware, mayoral memorabilia and artefacts, as set out in the appropriate Guidelines; acts as a principal keyholder and oversees access to the strong room ; maintains the inventory of mayoral regalia, etc.; undertaking asset management reviews, risk assessments and ensures that items are insured, cleaned and repaired as necessary.
16. Responsible for the mayoral cars, including ensuring that day to day requirements are delivered, that there is adequate driver cover within the service and oversees the allocation of drivers. Leads on the procurement process for replacement casual officers and vehicles.
17. Takes overall responsibility for the allocation of Mayoralty Officers and ensures that resources (eg people and equipment) are shared seamlessly across both council's and at the same time that borough sovereignty is maintained.

18. Takes responsibility for the emergency planning response by the Councils in respect of events such as the death of a senior royal, death of a Mayor or death of a Councillor in service.

#### Business management

19. Acts as the budget holder in respect of both the Richmond and Wandsworth Mayoralty budgets and ensures that events are delivered to maximise the income to the Mayoral Charities, that expenditure is contained within the budgets, is fully accounted for & if cross borough that it is appropriately recharged
20. Acts as the budget holder in respect of the Graduate Development Programme.
21. Provides high level budget support to budget managers across the Chief Executive's Group and ensures that budget forecasts are reviewed and submitted monthly.
22. Provides high level support and assistant to the Head of Support & Member Services in respect of the delivery of the Graduate Development Programme. Supports the annual recruitment to the programme, the management of the programme placements and the transition of graduates through their placements.
23. Supervises the Business support provided to Richmond Democratic Services
24. Deputises for Head of Support & Member Services across service areas as required.

#### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.

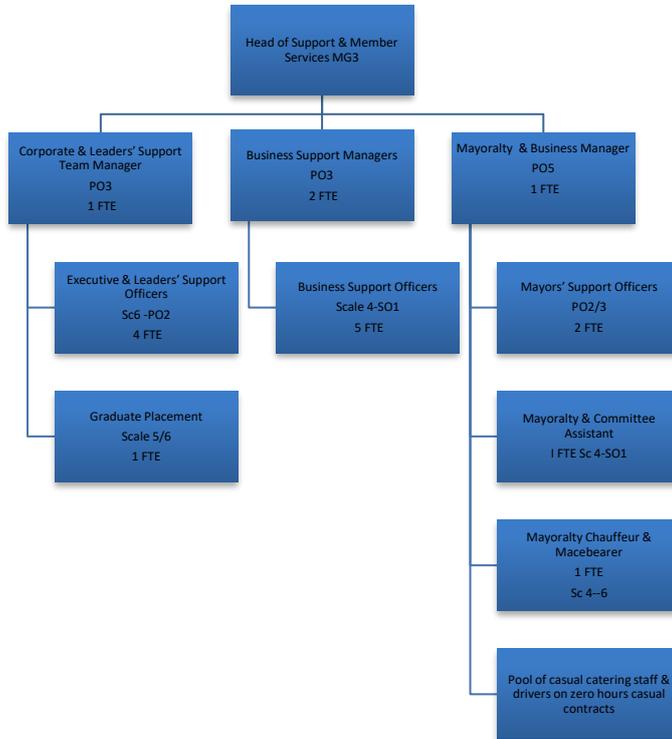
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

Regular “Unsocial hours”, evening, weekend & flexible working is required.

It is expected that this team will have a presence in both boroughs, and this will be reflected in the type of support and administrative duties that the postholder undertakes. A flexible approach is needed to ensure adequate resilience and cover arrangements can be secured across the two sites, and therefore some cross-borough travel should be expected within the scope of this role

**Team structure**



**Person Specification**

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<b>Responsible to:</b> Head of Support & Member Services	<b>Responsible for:</b> <ul style="list-style-type: none"> <li>- Mayors Support Officers x 2 FTE</li> <li>- Mayors Chauffeur Macebearer x 1 FTE</li> <li>- Mayoralty &amp; Democratic Services Assistant x 1 FTE</li> <li>- Casual catering &amp; driving staff</li> </ul>
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

<b>Person Specification Requirements</b>	<b>Assessed by A &amp; I/ T/ C (see below for explanation)</b>
<b>Knowledge</b>	
Extensive knowledge of the role of the Mayor and of civic protocol and civic ceremonial arrangements.	AI
Knowledge of the issues and challenges facing local government	AI

<b>Experience</b>	
Recent experience of working in a senior administrative/support role following office procedures and managing paper and electronic records; experience of complex diary management.	IA
Experience of organising a number of high-profile functions, small- and large-scale events from design to delivery, including food preparation and serving, managing staff and resources to achieve best value for money.	IA
High Level experience of operating in a political environment, recognising and handling in an appropriate manner, confidential or sensitive information and distinguishing between political and non-political activities.	IA
Able to show experience of delivering services with a strong focus on customer care, displaying tact, diplomacy and resilience when dealing with difficult situations and always projecting a confident and professional image, particularly when in the public arena and/or dealing with large groups of people.	IA
High level experience of managing staff groups & applying codes & policies in respect of staff management.	IA
<b>Skills</b>	
Ability to communicate effectively, with tact and diplomacy, both orally and in writing, with team members, councillors, officers, local dignitaries, partner organisations and the public.	IAT
Ability to interpret and manage complicated budget & financial information	IAT
Ability to use IT applications effectively to create high quality documents, presentations, spreadsheets, etc. in an accurate and timely fashion and to the appropriate corporate standards, using creativity and demonstrating great attention to detail.	IAT
Ability to research information (textual, financial and statistical) from a variety of sources and to present it in a consistent, concise and understandable way, both orally and in writing.	IAT
Ability to draft responses and resolve complaints, enquiries and requests without having to be instructed on every occasion, using common sense and initiative, thinking ahead (“horizon scan”) and anticipating needs and potential problems from the signals given.	IAT
Ability to work both independently <u>and</u> as an effective team member, using initiative and adapting to changing priorities and deadlines in a calm, well-organised and methodical manner; self-motivated with a flexible approach.	IA
<b>Qualifications</b>	
Education to degree level or equivalent by experience	IC
Where undertaking driving duties - Experienced, safe and competent car driver (Must hold a full UK driving licence with no endorsements or penalty points.)	C

### **A – Application form / CV**

**I – Interview**  
**T – Test**  
**C - Certificate**