**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Mayoralty and Democratic Assistant x 1 FTE | **Grade**: Sc 4-SO1  |
| **Section:** Support and Member Services | **Directorate:** Chief Executives Group |
| **Responsible to following manager:**Mayoralty Manager  | **Responsible for following staff:**N/A |
| **Post Number/s:** | **Last review date:** July 2022 |

**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**

1. To provide administrative and business support to the Mayoralty & Democratic Services functions.
2. To act as the Mayors designated chaperone and attend functions with the Mayor when required.

**Specific Duties and Responsibilities**

1. Mayoralty Support: Assist the Mayors Support Officer with planning and organising civic functions and mayoral events and engagements.
2. Assist in the hosting and attending of events as required (this may involve food preparation and serving, clearing away afterwards and occasional evening and weekend working)
3. Format, type and edit from copy work or dictation, letters, emails, briefing papers and other documents to the required corporate and Mayors’ Offices standards.
4. Driving the mayoral car (**when required**), ensuring a safe journey and arrival at the correct destination in a timely and dignified manner and acting as Mayor’s attendant, ensuring that the Mayor (or Deputy Mayor) is able to carry out official duties in an appropriate manner and that the Mayoral badge, chains and other civic insignia are worn correctly; act as Mayors attendant/lead Macebearer when required.
5. Assists with managing the Mayors’ event diary obtaining and checking booking forms from event organisers, checking event information, attending and managing diary meetings e.g., times, requirement for speeches, assignment of drivers etc.
6. Assists with keeping financial records for the Mayors Charity for items such as ticket sales, receipt of donations and potential raffle prizes, gift aid information etc
7. Business Support: to undertake tasks relating to general administrative and business support to the Mayoralty and Democratic Services Teams in the Chief Executive’s Group.
8. This is to include organising and supporting meetings; creating documents, presentations, spreadsheets, etc. procurement and payments and the processing of charges and re-charges; recording and accounting for income received (including receipt, safe custody and deposit of any cash and cheques); taking payment by credit/debit card; preparing timely and accurate reconciliation of various accounts maintained by the Business Support Team.
9. Provides business support in respect of the Democratic Services school appeals process
10. Provides webcasting support to Richmond committee meetings organising the rota and liaising with the supplier and FMS.

**Progression Criteria**

**Sc5**: Requires less close supervision; able to update records, progress chase and prepare documents without reference to senior staff; able to recognise confidential or sensitive information and act appropriately.

Examples of duties undertaken at Sc5 level:

* Format, type and edit from copy work or dictation, letters, emails, briefing papers and other documents to the required corporate and Mayors’ Offices standards.
* Providing administrative support to Democratic Services and the Mayoralty Support Service.
* Provides support in respect of school appeals.
* Supporting member briefings and assisting with member casework and enquiries e.g., room bookings, agendas, minutes.
* Organises the webcast rota, checks to ensure the rota is covered, undertakes webcasting and provides guidance and training to operators.
* When required prepares a weekly mayoral engagement sheet, allocating drivers, showing pick-up, etc. times and liaising and checking directly with event/engagement organisers to ensure the Mayor has up to date and accurate information.

**Sc6**: Working independently. Supervising on a task-by-task basis and checking the work of other staff, particularly payments and record updates. Significant knowledge and expertise and acting as lead administrator and first line contact for one of the following:

1. Mayoralty business and driving support
2. Democratic Services Business support

Examples of duties undertaken at Sc6 level:

* Organising and supporting meetings
* Assisting with the delivery, hosting and attending of civic, mayoral and other events.
* Takes the lead in respect of the implementation and delivery of certain Mayoral events.
* Creating documents, presentations, spreadsheets.

**SO1**: Able to plan ahead and anticipate need; showing initiative; developing political awareness. Significant knowledge and expertise and acting as lead administrator and first line contact for at least two of the following:

1. Mayoralty business and driving support
2. Democratic Services support

Examples of duties undertaken at SO1 level:

* Providing full absence cover for the Mayors Support Officers including full diary management, liaison with the Mayor making decisions, dealing with difficult enquiries etc .
* Provides full business support in respect of the school appeals process and can progress claims and respond to complaints
* Takes the lead on certain key civic events and can these take forward completely independently.
* Supervises other officers e.g., casuals, interns 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**

* Some mayoralty and democratic services related ‘unsocial hours’ evening, weekend and 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 travel should be expected within the scope of this role.

**Team structure**

For the current structure please go to The Loop.

*When advertising externally please add the current team structure here and remove the sentence above.*

**Person Specification**

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| --- | --- |
|  **Job Title:** Mayoralty and Democratic Assistant | **Grade**: Scale 4-SO1 (TBE) |
| **Section:** Support & Member Services | **Directorate:** Chief Executives Group |
| **Responsible to:**Mayoralty Manager | **Responsible for:**N/A |
| **Post Number/s:** | **Last Review Date:** July 2022 |

**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.

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Knowledge of the role of the Mayor and of civic protocol and civic ceremonial arrangements. |  |
| Knowledge of using business support systems, including those connected with procurement and payments. |  |
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| **Experience**  |
| Strong focus on customer care, displaying tact, diplomacy and resilience when dealing with difficult situations and always projecting a confident and professional image when in the public arena and/or dealing with large groups of people. |  |
| Experience of working in an administrative/business support role, following office procedures and managing paper and electronic records; experience of diary management. |  |
| Experience of planning, organising and running events and meetings, including safe food preparation, food presentation and serving. |  |
| **Skills**  |
| 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.  |  |
| Ability to recognise and handle in an appropriate manner, confidential or sensitive information and of distinguishing between political and non-political activities. |  |
| Ability to work both independently and 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. |  |
| **Qualifications**  |
| If required to undertake driving duties must be an experienced, safe and competent car driver (Must hold a full UK driving licence with no endorsements or penalty points.) |  |
| GCSE grade C or above in English and Maths or by equivalent experience. |  |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**