



Job Profile comprising Job Description and Person Specification

Job Description

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| Job Title: Mayors' Chauffeur and Macebearer | Grade: Scale 5 |
| Section: Support and Member Services | Directorate: Chief Executive's Group |
| Responsible to: Member Services Manager | Responsible for: N/A |
| Post Number/s: RWC0166 | Last Review Date: March 2025 |

Working for the Richmond/Wandsworth Better Service Partnership

This role is employed under the Better Service Partnership between Richmond and Wandsworth Councils. The overall purpose of the Better Service Partnership 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 Better Service Partnership 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 act as the Mayor's Chauffeur and Macebearer, and to provide administrative support to the Richmond and Wandsworth Mayoralities.

Specific Duties and Responsibilities

1. Using all available resources and local knowledge, plans efficient routes to ensure timely arrival at events as scheduled on the Mayor's engagement sheet. Picks up the Mayor or others as required.
2. Assist the Mayoral team with preparing a weekly mayoral engagement sheet, coordinating driver assignments, specifying pick-up times and liaising with event organisers to ensure the Mayor has up to date and accurate information.

3. In coordination with the Mayor's Support Officer, manage the servicing and assessment of the Mayor's vehicle, and temporary replacement vehicles as needed. Ensures the Mayoral vehicle is always clean and in good running order.
4. Assists the Mayor's Support Officer and the wider Mayoral team in planning and organising civic functions, Mayoral events, and engagements, while also providing support to the Mayor at functions as needed.
5. Support with the delivery of engagements as required; including attending events as required, purchasing food and ensuring safe food preparation, and handling post event cleanup.
6. Briefs the Mayor as necessary; arranges introductions; assists at Mayor's Charity fundraising events; ensures safekeeping of donations; deposits cash and cheques at the bank.
7. Ensures that the Mayor's Parlour and associated offices are kept tidy and in good order such as clearing away after functions, replacing furniture, general housekeeping.
8. Ensures the safekeeping of the Mayoral and civic insignia at all times; keeps the insignia clean and in good repair; facilitates the display of mayoral and civic insignia when required.
9. Carries out all relevant risk assessments and control measures in relation to the Mayoral and Civic Insignia.
10. Responsible for the timing and the correct formation of civic processions, acts as 'Master of Ceremonies' at civic functions when required. Acts as Macebearer when required.
11. Capture photos of the Mayor, Deputy Mayor, and other attendees at events, and assist the Mayoral team in sharing updates and images on social media.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Richmond and Wandsworth.
- 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 Better Service Partnership'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

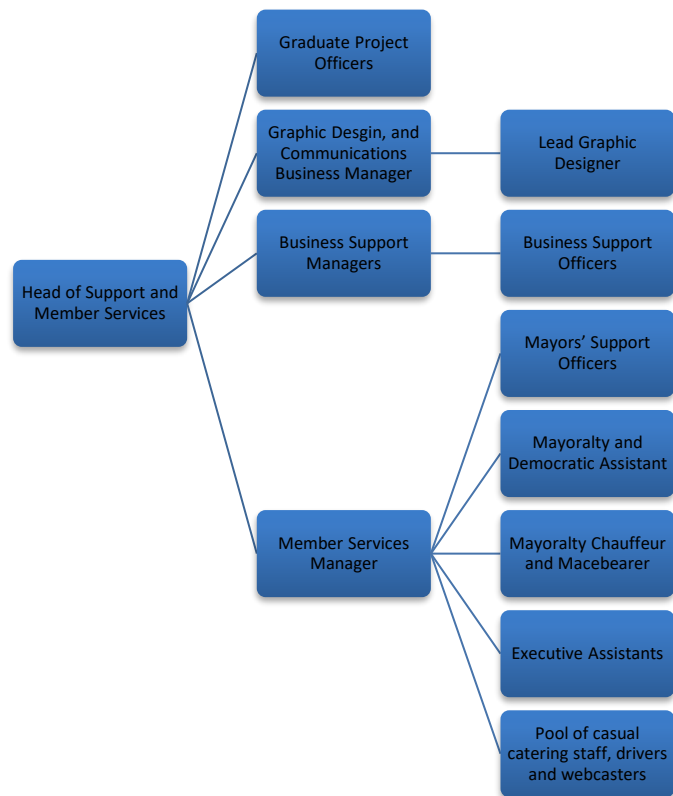
a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- This position is part time, and it is expected that you will work 20 hours per week in an average week. You will keep a record of your hours and should you work fewer hours in a week you will be expected to make this up in busier times. Should you exceed the 20-hour threshold your extra hours will be paid at basic rate up to 36 hours and then as overtime as per the pay scale afforded to this post.
- The post will involve evening and weekend working at times.
- The postholder will be expected at times to work alone.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

| Person Specification Requirements | | | Assessed by A / I / T / C (see below for explanation) |
|---|-----------|-----------|---|
| Knowledge | Essential | Desirable | Assessed |
| Knowledge of the role of the Mayor and of civic protocol and civic ceremonial arrangements. | x | | A / I |
| Knowledge of using business support systems, including Microsoft applications. | x | | A / I |
| Experience | Essential | Desirable | Assessed |
| 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. | x | | A / I |
| Experience of working in an administrative/business support role, following | x | | A / I |

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| 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. | | x | A / I |
| Skills | Essential | Desirable | Assessed |
| 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. | | x | A / I |
| Ability to recognise and handle in an appropriate manner, confidential or sensitive information and of distinguishing between political and non-political activities. | x | | A / I |
| 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. | x | | A / I |
| Ability to ensure roadworthiness of the Mayoral car and the safety of passengers (i.e. through regular checks and servicing). | x | | T |
| Qualifications | Essential | Desirable | Assessed |
| Experienced, safe, and competent car driver (Must hold a full UK driving licence with no endorsements or penalty points.) | x | | A / C |
| GCSE grade C or above in English and Maths or by equivalent experience. | | x | A / C |

A – Application form / CV

I – Interview

T – Test

C - Certificate