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

**Job Description**

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| **Job Title:** Head of Support and Member Services | **Grade**: MG2 |
| **Section:** Support and Member Services | **Directorate:** Chief Executive’s Group |
| **Responsible to following manager:**Chief Legal Advisor and Monitoring Officer  | **Responsible for following staff:**Business Support Manager x 2Mayoralty and Business ManagerCommunications Business ManagerGraduate Trainees (up to 10 FTE placed across the SSA on two-year rotations) |
| **Post Number/s:** RWC0122 | **Last review date:** August 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**

The post holder manages a team responsible for providing a wide range of administrative, business and finance services that are critical to the effective and efficient operation of the wider Chief Executive’s Group (CEG) and wider SSA.

The post holder is responsible for overseeing a range of member support services, including both Mayors’ offices, executive support to the Chief Executive and Leader of Richmond council, and the design and print client service.

The post holder is accountable for the smooth running of a range of high profile civic and charity engagements and events that enhance the reputation of the Councils, the Offices of the Mayors, and the mayors’ charities.

Responsible for certain corporate (SSA-wide) legal services the administration and financial monitoring of the SSA’s Legal Services provided via the South London Legal Partnership (SLLP) and external firms.

**Specific Duties and Responsibilities**

**Staff**

1. To provide effective management of staff, including recruitment, training, development and appropriate application of policies and codes of practice on staffing matters.
2. To ensure customer focus is embedded within support services and seek innovative and creative solutions to securing highest quality and value for money services.

**Members**

1. To advise and support Members on all relevant matters. Being prepared to take on the role of “first line of support” on problems that might arise – seeking solutions where possible and advocating on behalf of members.
2. To administer efficient payment of Members’ allowances and expenses and ensure all relevant governance and legislative requirements are met for both councils.
3. Working closely with the two Monitoring Officers and Democratic Services, develop member training and coordinate post-election member induction and training arrangements, keeping the members’ handbooks updated.

**Budgets, Finance and business support**

1. To act as principal link between the CEG and the Resources Directorate on budget management, forecasting and related matters. Provide support to budget holders and supervisors across the CEG to ensure that expenditure is maintained within the approved budgets.
2. Providing general business support services and advice to the CEx Group, including webcasting staff, payments, invoicing and purchasing.
3. Facilitate monthly budget forecast summaries to the CEG SMT, flagging variances and areas of concern.

**Executive Support**

1. Ensure high quality support to the Resources Directorate, including secretarial/PA support to the Director of Resources and the wider Resources management team and provides support to the offices of the Council leaders, Chief Executive and Assistant Chief Executive.

**Corporate support**

1. Responsible for the administration and financial monitoring of external legal contracts managed via the South London Legal Partnership (SLLP); supports the Chief Legal Advisor with the wider management of the Council’s arrangements with the SLLP including for Wandsworth the affixing of the Common Seal and the management of legal documents.
2. Responsible for an effective SSA-wide design and print purchasing service, working closely with Comms Team to support their business needed.

**Mayoralty**

1. Responsible for ensuring the effective operation of the mayoralty of both councils including the maintenance of written guidelines, administers the Mayor’s Charity, acts as a Charity Trustee where needed, and ensures that the service delivery for both councils is appropriately resourced and managed.

**Business manager**

1. Ensure the CEG meet corporate business planning and other requirements, including business continuity and risk management; Information Security; Health and Safety, including Check Before Contact Register etc.
2. To be the *de facto* line manager of the SSA Graduates whilst they are on placements and taking role of “lead administrator” for the successful ongoing support of the programme – taking direction from the Graduate Steering Group.

 **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.
* Budget holder (for own team).
* Certifying Officer
* Corporate Seal authorising signatory (WBC)
* Charity Trustee & signatory
* Maybe required to attend meetings and events such as committees, working groups and Partnerships outside of the normal working day.
* Although the post holder will have a base in Wandsworth, they will be expected to work flexibly across two locations (Wandsworth Town Hall and Richmond Civic Centre) in order to manage staffing teams across both sites and to maintain visibility.

**Team structure**

**Person Specification**

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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.

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Knowledge of business support processes and systems and budget management. Workings of Mayoralties, the role of elected members and members’ allowances. | A / I |
| **Experience**  |
| Recent experience of working at senior manager level, managing staff, budgets and resources to achieve best value for money by providing strong leadership and encouragement, demonstrating a positive, “can do”, attitude to work. | A / I |
| Experience of delivering services and/or events where attention to every little detail really counts. | A / I |
| Can demonstrate a track record of providing 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. | A / I |
| Evidence of successfully leading change in a positive way. | A / I |
| Experience of using IT applications to manage and manipulate information and of researching information (textual, financial and statistical) from a variety of sources to present it in a consistent, concise and understandable way, both orally and in writing.  | A / I |
| Significant experience of successfully managing own workload and that of others in an environment where deadlines and priorities frequently change and are often conflicting. | A / I |
| Experience of operating in political environments, recognising and handling issues in an appropriate manner – including confidential or sensitive information – and distinguishing between political and non-political activities. | A / I |
| **Skills**  |
| Ability to communicate effectively, both orally and in writing, with councillors, officers, local dignitaries, partner organisations and the public. | A / I |
| Sound judgement in challenging situations and the ability to balance risks and responsibilities to act in the best interests of the Councils. | A / I |
| Ability to provide appropriate responses to resolve complaints, enquiries and requests without having to be instructed on every occasion, using common sense, thinking ahead and anticipating needs and potential problems from the signals given. | A / I |
| 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.  | A / I |
| **Qualifications**  |
| Educated to degree level or equivalent by experience | A |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**