

### Job Profile comprising Job Description and Person Specification

<b>Job Title:</b> Corporate and Leaders Support Officers x 4 FTE	<b>Grade:</b> Scale Sc 6 to PO2
<b>Section:</b> Support and Member Services	<b>Directorate:</b> Chief Executives Group
<b>Responsible to following manager:</b> Corporate and Leaders Support Manager	<b>Responsible for:</b> N/A
<b>Post Number/s:</b>	<b>Last review date:</b> December 2019

#### 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

To be responsible for providing support to the Chief Executive and Resources Shared Directorate and the Leaders' Offices with effective, efficient and comprehensive office support across both councils. This includes providing non-political administrative and secretarial support, inbox and diary management, and coordination of briefings, presentations and other materials as directed.

"First point of contact", promoting a positive image of the Councils.

#### Specific Duties and Responsibilities

1. Officers will work within a designated functional area within the team which provides support to the council Leaders for Richmond and Wandsworth and the shared Chief Executive and Resources Directorate.

2. 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.
3. 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.
4. To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders.
5. Officers will work collaboratively across functional areas to cover leave and peaks and troughs in workload as directed by the Head of Support and Member Services and the Corporate and Leaders Support Team Manager. Three senior lead officers will be appointed in respect of each of the following functional areas: Shared Directorate, Richmond Leader and Wandsworth Leader.

**Shared Directorate for Chief Executive and Director of Resources cover includes:**

6. Provides a professional and customer focussed entry point to the Council that is friendly, welcoming, calm and discreet.
7. Ensures that all contacts, however made (e.g. by telephone, email or in person) are logged/acknowledged and receive an appropriate and timely response.
8. Acts as point of contact for requests for information, complaints and related enquiries relating to the Chief Executive's Unit or Resources Department; prioritises requests, etc. as necessary (for example those from Members of the Council or Members of Parliament) and ensures that these are dealt with promptly and appropriately;
9. Takes responsibility for identifying to which officers/departments complainants seeking recourse to the Chief Executive or Director of Resources should be referred and for re-directing telephone complainants and/or complaint correspondence accordingly; logs and records requests, etc.; monitors, progress-chases and liaises directly with requesters as necessary.
10. Undertakes research and project work for the Chief Executive, Director of Resources and, to a lesser extent, the Assistant Directors; collects and collates information, including information relating to service standards and performance; analyses and manipulates information using spreadsheets and databases and produces reports as required; maintains appropriate systems and records.
11. Formats, types and edits reports, letters, emails, etc. to the required corporate standard; creates and uses databases and spreadsheets as appropriate; prepares presentations for the Chief Executive and Director of Resources (for example, to Council staff or external audiences) that are visually powerful and impactful, well designed and imaginative.
12. Ensures that the Chief Executive, Director of Resources and Assistant Directors manage their time and diaries effectively; prioritises appointments; collates and

provides papers and drafts briefing notes; arranges and attends meetings; sends invitations and reminders; organises rooms and refreshments; drafts, produces and distributes agendas and minutes; plans ahead and anticipates need (e.g. car parking, refreshments, presentation aides); shows initiative, anticipates pressure points and potential problems and takes appropriate action without having to be instructed on every occasion.

13. Acts as an effective communication link for reports from the Chief Executive and Director of Resources to the Leaders and Cabinet Members; liaises with the Leaders' secretaries to ensure that the Chief Executive/Director of Resources is advised of feedback or comment from the Leaders and Cabinet Members on policy matters; establishes effective contacts with other directorate support officers across the Council; provides appropriate cover in the absence of the Leaders' secretaries.
14. Supports all statutory/regulatory audits and inspections, particularly those relating to the Chief Executive's and Director of Resources responsibilities towards vulnerable children and adults.
15. Carries out other general administrative tasks for the Chief Executive's and Resources Directorate including, but not limited to:
  - a. Procurement and payments and the processing of charges and recharges;
  - b. Administering Freedom of Information Requests
  - c. Administering controlled stationery.
  - d. Processing of travel warrants

**Leaders Support Cover includes:**

16. Format, types and edits from copy work or dictation, reports, letters, emails, etc. to the required corporate standard; create and uses databases and spreadsheets as appropriate; prepare presentations for the Leader that are visually powerful and impactful, well designed and imaginative.
17. Undertake research and project work for the Leaders when requested; arrange for briefing notes and papers to be provided to the Leader as necessary; research and drafts
18. Undertake research and project work for the Leaders and provide coordinated and comprehensive approach to identify emerging issues and to further the strategic aims of the Executive/informal cabinet. Use creative and innovative methods to help deliver better outcomes.
19. Arrange briefing notes and papers to be provided to the Leaders as necessary including research and drafts.
20. Work closely with the Communications team to inform and monitor internal and external communication to enhance and promote the Councils' key objectives.
21. Attend internal and external formal meetings with or on behalf of the Leaders (as appropriate) and follow up on actions on behalf of the Leaders for them to successfully manage their portfolio.

22. Understand and comply with relevant legal, regulatory, policy and procedural requirements and standards and escalate/report concerns to management as appropriate. Responsible for processing and investigating Freedom of Information requests.
23. Draft engaging speeches for the Leaders that succinctly and accurately conveys precisely the right messages to a variety of audiences. Ability to understand complex and high-profile policy areas and translate this knowledge into speeches of varying lengths that will instantly capture the attention of the listener is key.

Other duties in respect of the Leaders Support:

24. As “first point of contact”, provide a professional and customer focussed entry point that is friendly, welcoming, calm and discreet; ensure that all contacts, however made (e.g. by telephone, letter, email or in person) are logged/acknowledged and receive an appropriate and timely response.
25. Provide secretarial and administrative support to the Deputy Leader and Cabinet Members when required.
26. Ensure that the Leaders manages their time and diaries effectively; prioritise appointments.
27. Maintain a database of Leaders contacts; maintain a secure filing system (paper and electronic) for Leaders’ documents.
28. Act as principal link between the Chief Executive’s Office and Director of Resources, other departmental secretariats/Director support teams and the Leader’s Office; close liaison with the Mayoralty, particularly on matters relating to high-profile visitors and significant civic events.
29. Ensure that the Leaders’ Offices are kept tidy and in good order (e.g. clearing away after meetings, replacing furniture, general housekeeping); maintain stocks of tea, coffee, etc.; ensure office equipment (e.g. copier, scanner) is working, liaising with the Council’s IT Service and others as appropriate.
30. Arrange and attends meetings; sends invitations and reminders; organises rooms and refreshments; draft, produce and distribute agendas and minutes; plan ahead and anticipate need (e.g. car parking, refreshments, presentation aides); show initiative, anticipate pressure points and potential problems and take appropriate action without having to be instructed on every occasion.

### **Progression Criteria.**

**SO1:** Able to plan ahead and anticipate need; shows initiative; developing political awareness. Significant knowledge and expertise.

Examples of duties undertaken at SO1 level:

- Manipulating complex information (e.g. in relation to service reviews).
- Designing and creating presentations; undertaking more complex research and project work.
- Distinguishing between political and non-political activities.
- Attends meetings and drafts agendas and minutes.
- Good relationships with partners and stakeholders across both councils.

**SO2:** In-depth awareness of Council policies and objectives.

Works to own programme, taking responsibility for the effective running of the business support function including managing the quality of output by other staff in the team.

Examples of duties undertaken at SO2 level:

- Contributing in full to performance review and improvement by seeking feedback from customers and researching and implementing changes improvements to service delivery.
- Attending meetings as representative.
- Able to fully cover Lead Officer for functional area and for similar roles within the Chief Executive's Group.

**PO1:** Acts as the Lead officer for one of the functional areas (a maximum of 3 officers will be appointed on this level) covering the Shared Directorate, the Richmond Leader and the Wandsworth Leader.

- Carrying out the full range of duties with minimal supervision and demonstrating initiative; anticipates pressure points and potential problems and takes appropriate action without having to be instructed on every occasion.
- Takes responsibility for delivering specific tasks/projects and directs resources to ensure that the functional area is covered.

**PO2:** Undertakes more significant and high-profile project work and ensures that progress towards the Council's key objectives are on target and implemented.

- Provides a coordinated and comprehensive approach to identify emerging issues and to further the strategic aims of the Executive/informal cabinet.
- Use creative and innovative methods to help deliver better outcomes.
- Looks for opportunities to further the strategic aims of the Council.

- Uses technology and innovative solutions to solve and mitigate complex work problems and provides O365 superuser support to other officers in the service.
- Takes a deputising role for the Leader and other service Managers when required at key meetings with important internal and external stakeholders.

### **Generic Duties and Responsibilities**

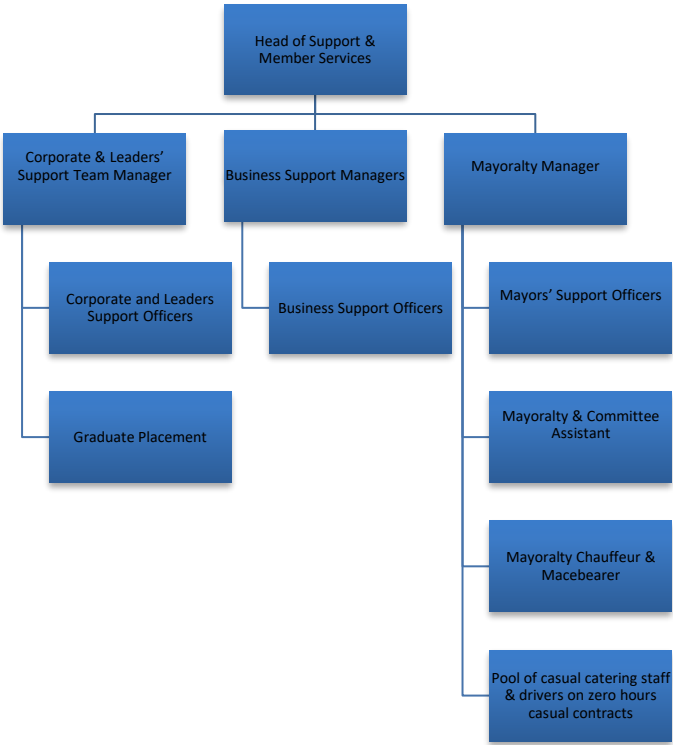
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated 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 evening and weekend working may be required.

Travelling between the two sites is likely as required by the needs of the service.

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.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>		
A good understanding of how local government works and the key issues / challenges facing local government		A, I & T
<b>Experience</b>		
Recent experience of working in an administrative/support role following and developing office procedures and managing paper and electronic records; experience of complex diary management		A
Evidence of working in changing circumstances		A & I



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	A & I
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
Experience of supporting the development of administrative processes and business support systems to achieve best value for money	A & I
<b>Skills</b>	
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	A, I & T
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	A, I & T
Ability to draft responses using principles of Plain English to complaints, letters, 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	A & I
Ability to work both independently and flexibly with limited supervision	A & I
Ability to work as an effective team member, using initiative and adapting to changing priorities and deadlines in a calm, well-organised and methodical manner	A & I
Ability to recognise and handle in an appropriate manner, confidential or sensitive information	A & I
Experience of supervising staff	A
<b>Qualifications</b>	
Educated to degree level or equivalent through work experience demonstrated in similar role	A, I & C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**