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Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Executive Officer	Grade: Scale 6 – SO1
Section: Administration	Directorate: Environment and Community Services
Responsible to following manager: Directorate Support Manager	Responsible for following staff: n/a
Post Number/s:	Last review date: June 2018

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:

Providing comprehensive administrative and management support to the ECS Departmental Management team (DMT) and Directorate.

Specific Duties and Responsibilities

1. To provide administrative and management support for the directorate ensuring that deadlines are met and in line with the standards stated in the SLA.



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2. To support the Directorate Support Manager in the review and updating of administrative processes and systems.
3. To process effectively and efficiently all internal and external customer enquiries, both verbally and in writing.
4. Update the directorate's Step 2 and 3 complaints and enquiries from the public, elected Members, MPs, residents' organisations, staff and Ombudsmen to ensure the directorate meets deadlines and standards. Draft directorate responses for approval by the Assistant Directors or the Director and monitor administration of the systems and the speed and quality of responses. Produce related statistics when required.
5. Assist in processing requests made under the Freedom of Information (FOI) Act within the directorate, to ensure the directorate complies with the Act. Liaise with senior managers to collate directorate's responses before they are dispatched. Produce related statistics as required and maintain the directorate information on the Council's publication scheme.
6. To action and progress complaints and compliments in accordance with defined processes.
7. To action the directorate email box to ensure it is correctly administered.
8. To take accurate minutes at formal meetings, including with Members, Directors and Management Team meetings. Assist in the provision of support and administration for these meetings and hearings and ensure these are scheduled within required timescales, function smoothly and are accurately recorded (as necessary). When required, assist in the administration of evening Cabinet Member Policy Briefing meetings.
9. To organise meetings, seminars, workshops for senior managers, including booking venues.
10. To work flexibly across the Directorate and provide support, responding to the needs of the organisation including working in offices in Richmond and Wandsworth.



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Progression to Scale SO1

11. To administer the department's reports process to meet agreed deadlines and standards: to liaise with report authors and contributors, DMT managers, other Council departments (including senior management) and elected Members; to produce committee and other reports according to the specified style and grammar protocols; to monitor the progress of reports to ensure that set timescales are met; and to maintain the archive of old committee reports.
12. To handle more complex enquiries including undertaking research at an advanced level on a variety of issues and producing appropriate responses for approval by Assistant Directors and Director.
13. To deputise for the Directorate Support Manager in their absence across both Richmond and Wandsworth.

Generic Duties and Responsibilities

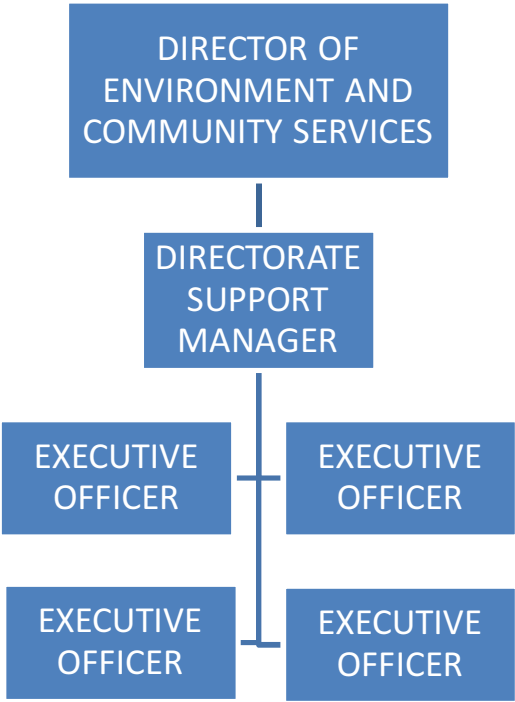
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated 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 Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your 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

The post holder will be required to be available to work across locations within the Environment and Community Services Directorate.

Proposed Team Structure





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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 Specific Requirements	Assessed by A & I/ T/ C
Knowledge	
Understanding of the Data Protection and Freedom of Information Acts, including application of exemptions.	A/I/T
Experience	
Proven experience of working in an administrative capacity.	A



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Experience of improving service delivery through the development and implementation of record keeping systems or new processes.	A/I
Experience of organising own workload and of adapting to changing priorities and deadlines to meet targets.	A/I
Experience of developing and maintaining record keeping systems and processes.	A/I
Experience of accurately recording and inputting data within agreed timescales.	A/I
Experience of handling confidential and sensitive information.	A/I
Experience of minute taking at formal meetings / hearings	A/I
Experience of using a wide range of MS Office Packages including Word, Excel and Powerpoint.	I
Skills	
Ability to communicate clearly and effectively with a diverse range of people both internally and externally, including members of the public and Councillors.	I
Ability to produce high quality written responses to enquiries.	T
Ability to work independently and as a flexible team member using own initiative.	A/I
Ability to demonstrate an understanding of Equality and Diversity and Customer Care.	A/I
Ability to research, analyse and produce statistical reports for management use.	A/I
Ability to demonstrate attention to detail by producing work that is accurate and on time.	A/I/T
Must be able to work across both sites i.e. Richmond and Wandsworth.	I
Ability to demonstrate a pro-active approach to work to assist the Directorate members in delivering a high quality service.	I