

Job profile

Service and job specific context statement

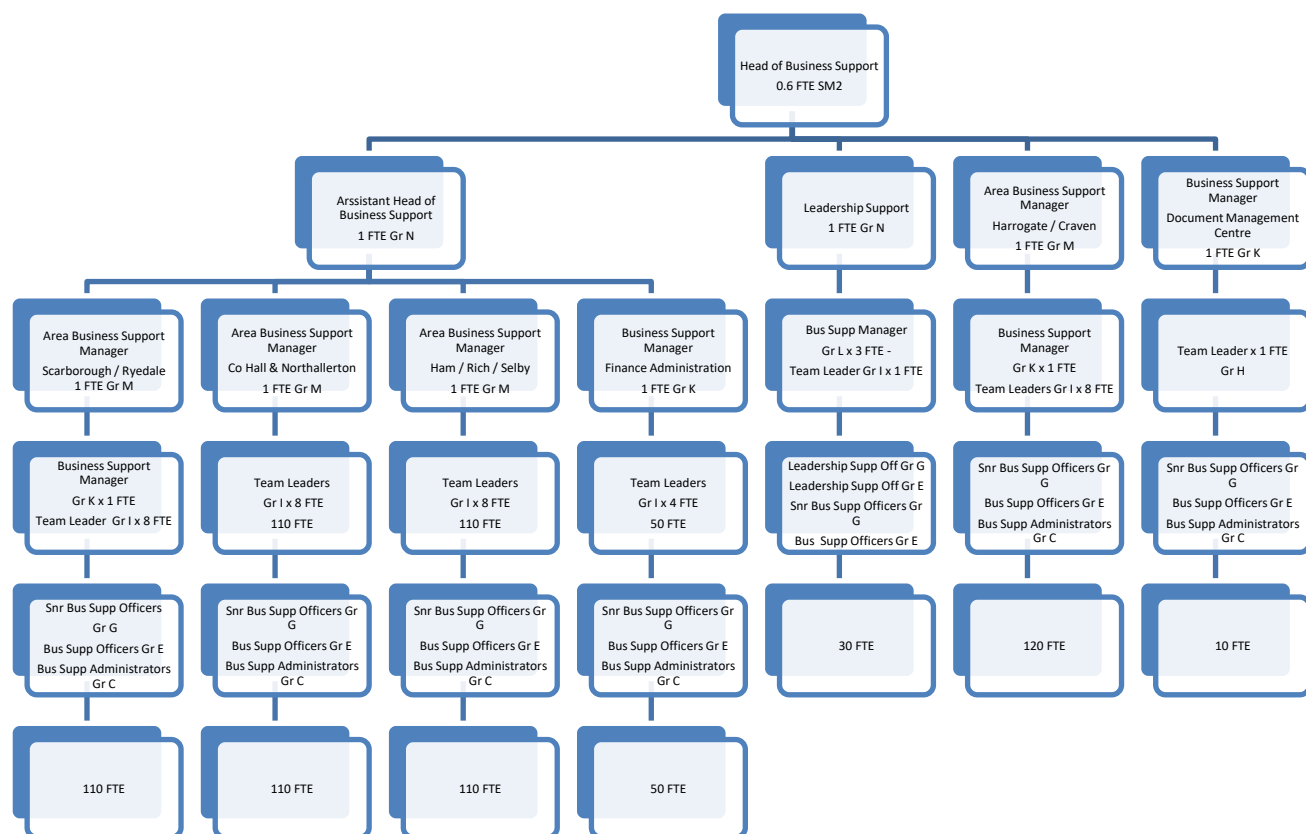
Directorate:	Central Services
Service:	Business Support Service
Post title:	Leadership Support Officer Level 2
Grade:	G
Responsible to:	Business Support Manager
Staff managed:	None
Date of issue:	August 2020
Job family:	C&A - Customer & Administration

Job context

- The post holder is required to work with colleagues and members at every level within the organisation and with external customers and partners.
- The nature of the work requires a flexible approach, an in depth knowledge of Directorate functions, a good awareness of civic and political protocols and a high level of confidentiality at all times.
- The post-holders will often deal with complaints and enquiries from MPs, Councillors, members of the public, government departments and colleagues at all levels and will need to manage these in accordance with corporate procedures, ensuring accurate records are maintained.
- Whilst post-holders will be nominated as a key contact for a senior officer or member they will be expected to have the skills, ability and confidence to cover each other's tasks.
- This role involves spoken communications so a confident use of English language is required.

Job profile

Structure



Job profile

Job Description

Directorate:	Central Services
Service:	Business Support Service
Responsible to:	Business Support Manager
Staff managed:	None

Job purpose	<p>The core focus of this post is to provide support to senior officers and members including the Chief Executive, Leader of the Council, Chairman of the Council, Assistant Chief Executives, Corporate Directors and Assistant Directors. The postholder will do this by:</p> <ul style="list-style-type: none"> • providing confidential, comprehensive administrative/secretarial support to the designated Officers and Members • providing administrative support for the senior leadership decision making processes and cover in the absence of the Business Support Manager, ensuring relevant statutory and corporate deadlines are met. • providing administrative and technical support for specific projects, including regulatory inspections and processes, events and emergencies. • supporting effective communication processes, ensuring compliance with Corporate and Directorate policies and standards
Operational management	<ul style="list-style-type: none"> • To deal with enquiries received from a variety of channels and to respond, analyse, prioritise or redirect as necessary, taking action on own initiative as appropriate. • To provide a comprehensive leadership support service to senior officers and senior members managing diaries, correspondence, arranging travel and accommodation, arranging meetings and events and minute taking as necessary involving internal and external agencies. • To attend and provide support for conferences/events / services including civic events relating to individual service area priorities. • To maintain correspondence records including iCasework in relation to issues raised by Elected Members, MPs and members of the public, co-ordinating and preparing responses which meet County Council customer service standards and timescales. • To maintain effective, accurate and up to date confidential and non-confidential paper and electronic record and bring forward systems. • To be an authoritative source of advice and guidance, both for customers and colleagues on the wide range of queries that come into the office. To act as a first point of contact for emergency calls relating to the Directorate, responding appropriately and redirecting to/informing relevant colleagues. • To receive and deal appropriately with Members, Officers of the Council and external visitors. • To manage, co-ordinate and develop key Directorate registers and databases, working with information which may be of a highly sensitive and/or confidential nature. • To download information, carry out searches and provide other information as requested. • Perform data input whether relating to finance, staffing information or otherwise ensuring accuracy and timeliness of data.

Job profile

- Ensure complaints and FOI requests are dealt with appropriately, tracking progress as required and ensuring that county Council standards and being mindful of regulatory timescales.
- To research information from a variety of sources and brief the Management Board members as appropriate on emerging media, national, regional and local issues and communications as required.
- To support effective communications with officers, Members and external partners.
- To act as the Gold Command Support Officer for the directorate as necessary.
- To provide cover for other Leadership Support Officers and to work collaboratively with colleagues to provide seamless support.
- To contribute to and participate in the induction, training, development including mentoring of others in the team.
- To support and deputise for the Business Support Manager as appropriate
- To assist the Business Support Manager in the organisation of briefing notes for Chief Officers and Executive Members for meetings of the County Council when required.

Systems and information

- To use a wider variety of ICT packages to input data and produce complex and/or sensitive documents, presentations, diagrams and other publications in an accurate and timely fashion.

Job profile

Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> • Sound understanding of the application of use of ICT software including email, word processing, spreadsheets, presentations and databases. • Sound knowledge of common office practice and procedures. • Good understanding of local government legal and administrative procedures. • Awareness of issues relating to confidentiality and data security. • Good understanding and commitment to high quality services and customer care. • Knowledge of civic and political protocols relevant to the role 	<ul style="list-style-type: none"> • Knowledge of NYCC organisational and political structure. • Knowledge of working to statutory and legislative standards relevant to the position.
Experience <ul style="list-style-type: none"> • Significant experience in the use of office software. • Local Government or similar experience. • Strong organisational skills and experience. • Experience of working a busy office and providing secretarial support. • Experience of working with complex reports or information to tight deadlines. • Experience of assessing incoming queries and information and correctly prioritising them. • Experience of dealing with competing demands from customers. • Experience of providing information (including confidential and sensitive information) and advice across a wide area to the highest standards of customer care. • The ability to converse at ease with customers and provide advice in accurate spoken English is only essential for some posts. • Experience of dealing with distressed or angry customers. • Experience of providing support to senior managers. • Experience of noting down minutes in meetings. 	
Occupational Skills <ul style="list-style-type: none"> • Excellent ICT skills with ability to use a keyboard with speed and accuracy Ability to accurately prepare text from recorded audio instructions and other technologies. • Excellent organisational skills and ability to manage own workload. • Ability to produce an accurate record of meeting discussion and actions. • Ability to problem solve and to make decisions. • Ability to process and/or monitor financial information. 	<ul style="list-style-type: none"> • Ability to take responsibility for specific aspects of a project.

Job profile

<ul style="list-style-type: none"> • Ability to communicate effectively in writing, using existing documents, formats and styles and to complete accurate written records. • Ability to use IT applications and understanding of how technology can be used to effectively support administrative processes. • Ability to successfully persuade, influence or negotiate with people in difficult situations. • Ability to obtain and present information from a variety of sources. 	
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role <ul style="list-style-type: none"> • Level 3 qualification in Business Administration or equivalent • Good literacy and numeracy skills to Level 2 or equivalent • Ongoing commitment to development 	
Other Requirements <ul style="list-style-type: none"> • Ability to work to tight deadlines ensuring accuracy and efficiency. • Ability to attend meetings outside of normal business hours. • Ability to use tact, diplomacy and discretion. 	
Behaviours	Link

NB – Assessment criteria for recruitment will be notified separately.

You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.