

JOB SUMMARY

Post Title	Corporate Management Support Officer						
Job Family	<i>Business Support</i>	Pay Range	6	Line Manager to others?	No	Role profile ref	BS06
Service Area	<i>Corporate Management Support Team</i>						
Line Manager	<i>Lois Southgate</i>						
Location	<i>Hybrid working from home and Floor 5, County Hall, or Enterprise House, Newport, Isle of Wight</i>						

Job Purpose To provide administrative support to senior council officers/elected members as directed by the support team leads daily, to meet service demand.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To support senior officers/elected members through acting as the first point of contact, dealing with correspondence, diary/mailbox management including the arrangement of meetings and appointments, arrangement of travel or accommodation and the organisation of events and conferences.
- To support the organisation of and to attend various meetings (e.g. Corporate Management Team (CMT), Directorate Service Boards, Leadership Group and/or Programme Boards). Including the production of agenda and clear concise minutes or actions as required.
- To attend confidential or sensitive meetings (such as disciplinary/grievance hearings), including the preparation of agendas, reports, and minutes for circulation, as required.
- To provide a range of support on confidential matters, including corporate complaints, FOIs, and MP correspondence, including adherence to deadlines regarding the correlation, quality control and filing of responses.
- To undertake the purchase of goods or services using a variety of procurement options including a Procurement Card or the councils SRM purchasing system. This includes reviewing transactions, ensuring appropriate guidance is followed and receipts are obtained, including those pertaining to VAT when necessary.
- To assist senior managers/elected members in the delivery of their day-to-day requirements.

Knowledge, Skills, and Experience

Role Profile requirements.	Job specific examples. (If left blank refer to left hand column)	Essential	Desirable
Practical experience within a relevant environment.	<u>Substantial</u> experience undertaking tasks comparable to those as a PA plus, experience in business administration and the ability to demonstrate good organisational skills.	E	
	Ability to work under pressure and prioritise workloads with the minimum of supervision in a busy, fast paced office environment with conflicting demands.	E	
	A mature, systematic, and professional approach.	E	
	Confidence in dealing with elected members, senior officers, and the public.	E	
	Experience in the organisation of events, conferences, or consultations/workshops	E	
Understanding how to deal with customers appropriately.	Knowledge of local authority service areas, including an awareness of political aspects of elected member involvement.	E	
	Experience in handling complaints or sensitive issues including those pertaining to the care of individuals or service users, professionally and confidentially.	E	
Numerate and accurate with attention to detail.	Experience of financial management.		D

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Working knowledge of relevant processes and systems.	Knowledge in the use of web-based purchasing systems such as SRM to create and manage purchase orders, and in the use and reconciliation of a corporate procurement card.	E	
Knowledge of service provided in own area.			D
ICT skills including use of Microsoft applications.	Knowledge of word processing packages, spreadsheets, and design software, including web	E	
Good verbal and written communication skills.	Knowledge of the layout of business correspondence and reports.	E	
	Excellent oral and written communication skills.	E	
	Experience in the attendance to lengthy and complex meetings including the formulation of minutes or actions thereafter.	E	
Qualifications			
Role Profile requirements.	Job specific examples. (If left blank refer to left hand column)	Essential	Desirable
Educated to level 3/4 qualification standard or able to demonstrate equivalent experience	Level 3 in Business Administration or equivalent experience.	E	
ECDL or equivalent		E	
May require relevant certifications including evidence of fluency in English Language		E	
Other Requirements			
<i>May be required to work at various locations across the Island</i>			
<i>Able to act as the Nominated Complaints Officer for the department, if required.</i>			
Organisation Structure (optional)			