

JOB SUMMARY

Post Title	Corporate Leadership 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</i>						
Line Manager	<i>Lucy McLaughlin</i>						
Location	<i>Floor 5, County Hall and Agile Mix (Hybrid working)</i>						

Job Purpose To provide administrative support to senior council officers/elected members as directed by the support team leads on a daily basis, 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, FOI's 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	Substantial 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)			