



## Role Profile

<b>Job Title:</b> Leadership Support Officer	<b>Grade/ Level:</b> M	<b>Post Number:</b> P/A
---	---------------------------	----------------------------

<b>Directorate:</b> Customer & Business Services, Resources	<b>Job Family:</b>	<b>Date Prepared:</b> December 2014
---	--------------------	--

**Role reports to (Job Title):** Leadership Support Manager

**Job Purpose:**

To provide a first class leadership support service; delivering highly effective, efficient and confidential support by combining elements of a traditional PA service with modern business support activities to the Senior Managers across the organisation.

This role will provide support to the leadership community, bringing best practice and applying the principles of Stronger Together to all activity and interactions

**Key Accountabilities:**

**Meeting Management**

- Managing access to senior leaders and their leadership team through effective diary management – scheduling appointments and committing time, in accordance with guidance from team members
- Arrange and maintain appointment diaries for the designed senior leaders and members of their senior leadership team. Liaising with Council Officers, Councillors, external providers, Members of Parliament, and members of the business community
- Making decisions to prioritise meetings with internal and external customers and stakeholders on behalf of the senior management team
- In respect of diary management, leading travel planning and logistics to ensure that meeting attendees are in the right place at the right time and are fully prepared
- Tracking and chasing (where required) of action points to ensure that they are completed in a timely manner and reporting progress to the Chair for escalation if required
- Attending meetings outside of core hours when requested in order to provide a range of business support as required by the Directorate
- Attend meetings to provide support with minute taking and distribution of notes once completed.
- Arranging Seminars/Conferences for both internal and external Officers including arranging hotel

and payment of the same.

### **Supporting Projects**

- Provide a range of support to Directorate projects as required including developing and producing some project documentation, tracking and chasing actions, meeting management, taking notes and liaison between key stakeholders
- Identify the need for and manage small projects on behalf of the Directorate e.g. continuous improvement projects.

### **Producing Documentation**

- Design and produce through the creative use of PowerPoint, high quality and effective presentations and other documentation in response to verbal briefs from a senior manager within short timescales and in accordance with corporate and group identity standards
- Support the facilitation of presentations, including ensuring appropriate equipment and supporting documentation is available
- Organisation and preparation of documentation to support meetings involving Board Directors, Directors, Heads of Service, clients and other Senior Officers.

### **Budget Management**

- Managing the purchase of and effective spend and usage of equipment to support the effective running of the team, e.g. stationery, ICT, telephones; as required
- Reconciliation of receipts, invoices and expenses claims, including challenging any concerns with suppliers and team members as appropriate. Maintain a detailed spreadsheet of all expenditure and renewal information.
- Alert Leaders of any unusual spending trends
- Monitoring expenditure regarding the corporate purchase card, ensuring they are used for the correct purpose. Making payments by means of the corporate purchase card regarding expenditure on stationery, hotel costs, consultant's costs, and hospitality. Maintaining budget management information using computerised system and chasing outstanding issues when required.

### **Co-ordinating Information**

- Answering calls/enquiries/issues raised by members of the public, Councillors and other agencies and deal with or direct enquiries to appropriate points of information within the Council or outside organisations.
- Supporting the drafting and circulation of information to the service area, such as the Local and Team Brief and service messages. Collate statistical information as required including attendance at training events.
- Carry out research for senior leaders in the investigation and preparation of answers in response to enquiries from Members of the Council, Board Directors, partner agencies and other matters as required.
- Monitoring Directorate activities and providing support to ensure compliance with corporate

policies, procedures and responsibilities e.g. Completion of Diversity Impact Assessments, monitoring of monthly sickness absence data.

- Accessing and updating SharePoint sites.
- Maintain an effective and efficient filing system for the designated senior leaders.

#### **Stakeholder Liaison**

- Acting as a central point of access for queries in relation to the service area from internal and external customers and stakeholders, including senior officers, Members and partners
- Dealing with enquiries at first point of contact as far as possible or signposting as appropriate. Being aware of developments within the Directorate to be able to supply information in the absence of the designated senior leaders.

#### **Diary Management**

- Ensure Outlook Calendars for named individuals are efficiently managed taking into account changing priorities that impact on appointments

#### **Inbox management**

- Effectively manage the Outlook inbox of named individuals/ generic inboxes according to requirements including categorising emails, identifying those requiring an urgent response and taking action on enquiries and re-routing correspondence where appropriate on behalf of the inbox owner

#### **Office Administration**

- Excellent organisation and prioritisation skills in order to respond to competing demands from a range of sources so that the greatest value is added to the achievement of the aims and objectives of the Directorate
- Manage and prioritise workloads, ensuring all targets are achieved and deadlines are met.
- First point of contact for all communications to the designated senior leaders. Manage and direct enquiries, responding to incoming telephone calls, drafting and finalising correspondence and researching and evaluating information requested to determine the relevant course of action.
- Respond to written and verbal queries or signposting as appropriate and tracking the response without reference to the Leadership team when required. Ensure professional presentation of letters, reports and other documents.
- Maintain an efficient paper and electronic filing and archiving system that complies with local and corporate retention policies. Ensuring that electronic filing is adopted as a first option wherever possible.
- Provide a confidential secretarial, administrative and information service to the Directorate. Typing letters and reports that may be of a highly confidential nature for the Directorate.
- Use of procurement card for making purchases on behalf of the Group
- Maintaining an effective bring forward system.
- To undertake any other duties that can be accommodated within the grading level of the post.

This may include supporting other Business Support Units within the organisation

- Co-ordinating subscriptions to professional bodies.
- Keeps the working environment organised and assisting with office moves
- Set up new starters within the department, including arranging pass-card ID and email/PC/phone. Process leavers.
- Keeping skills up-to-date in IT and identifying training needs.
- Maintenance of staffing information for the senior management team, particularly in relation to supervision records, annual leave and sickness absence. Making necessary amendments to structure and staffing information and emergency contact details.
- Recording and maintaining RTF system, collating necessary documents to ensure necessary sign off at senior level for finance, HR and HOS and DAS approval. Submission and follow up to HR to recruit.

**Supplementary Accountabilities:**

1. Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
2. Promote equality and diversity best practice in all areas of work.
3. Ensure that any identified personal training needs are discussed with the line manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
4. Undertaking any other duties that can be accommodated within the grading level of the post.

**Job Scope:** Number and type of jobs managed: None

Typical tasks supervised/allocated to others:  
None

Job Scope:

Budget: direct responsibility for Procurement Card (£1.5k spending limit);

Assets: None

**Knowledge and Experience:**

- Good level of literacy and numeracy skills equivalent to GCSE including basic budget management experience
- Good ICT skills and experience of using of MS Word, Excel, PowerPoint, Project, Outlook and Sharepoint, and using these tools to develop creative solutions to support projects and key activities
- Experience in dealing with difficult and challenging complainants in a calm and patient manner
- Experience in providing administrative project management support, including producing project documentation
- Ability to liaise and communicate with others verbally and in written format, liaising with team members (including the senior leadership team) to challenge and influence prioritisation of activities

and meetings and ensuring that actions are being delivered to time

- Awareness of customer needs and expectations within a business support environment
- Ability to work as part of a team
- Ability to be flexible and adaptable across a range of tasks, working for a range of people
- Awareness of key corporate decisions, strategies and policies in order to understand the priorities of the Group and give appropriate advice and information as required to customers
- Understand the political structure of the Council, as well as relationships with key partners.
- To uphold and comply with the statutory provisions of the Health and Safety at Work Act 1974 and any other associated legislation or Council Policies and Procedures.
- To understand and comply with the Council's Equal Opportunities Policy.

#### **Decision Making:**

- Ability to prioritise own workload to ensure all tasks are completed within given timeframes and escalating any issues to line manager when appropriate
- Ability to prioritise access to the senior leadership team via effective diary management
- Ability to triage requests for service and queries to determine whether the post holder can provide adequate resolution or whether signposting to the relevant officer is required and respond
- Responding where appropriate to queries from Councillors, officers at all levels, the general public and external agencies

#### **Contacts and Relationships:**

- Daily contact with Line Manager and other members of the Leadership team
- Regular contact with the Senior Leadership Team and colleagues
- Regular contact with business support staff from other business support teams
- Frequent contact with suppliers e.g. stationery, postal courier services etc, ordering goods and dealing directly with any issues arising
- Regular contact with the Leader of the Council, Cabinet and Elected Members, the Chief Executive and senior officers from across the organisation, external partners, other Local Authorities and external organisations
- Residents of the Borough and members of the public regarding issues such as complaints, service issues etc

#### **Creativity and Innovation:**

- Being proactive and present ideas of improvement in which the way the service is delivered on an on-going basis and introduce improved administration systems

#### **Job Specific Competencies:**

- Provide excellent written, verbal and communication skills
- Proven interpersonal skills
- Be willing to work as part of a thriving team
- Be open to change and learning new skills
- Be open to working from a range of locations
- Ability to handle sensitive and confidential information appropriately
- Excellent prioritisation, administration and time management skills

- Ability to work to deadlines
- Proactive and demonstrates the ability to work to a high standard with minimal supervision
- Excellent customer service skills

**Data Protection**

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

**Health & Safety**

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware. You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: