

Job Title: Mayor's Personal Assistant	Role Profile Number: SBC11436
Grade: M	Date Prepared: January 2023
Directorate/Group: Enabling and Operations	Reporting to: Head of Elections and Democracy
Structure Chart attached:	No

Job Purpose

- To provide administrative support to the Mayor; delivering highly effective, efficient and confidential support with modern business support activities along with specific duties connected to the Council's civic functions.

Key Accountabilities

Diary Management

- Managing access to the Mayor through effective diary management – scheduling appointments and committing time, in accordance with guidance from the Mayor
- 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 Mayor for escalation if required

Supporting the Mayor and Deputy Mayor

- Advise the Mayor on all matters pertaining to the Mayoralty and Civic procedure (other than as Chair of Council meetings)
- Formulate, and make recommendations to the Mayor and Deputy Mayor on the key Civic, public and other events to be attended by the Mayor and Deputy Mayor during the course of each Municipal Year and incorporate these in the Mayoral Diary
- To prepare and provide relevant instructions to the Mayor's and other staff as necessary on the weekly lists of Civic engagements
- Organise all Council ceremonial events, Civic functions and the arrangements for the reception of visiting VIPs, including all hospitality required for the Mayor
- Provide a range of support to Mayor and Deputy Mayor as required including research and providing background notes and information for Mayoral visits, Civic events, Mayoral speeches and appeals
- To be responsible for overseeing relations with the media on coverage of Mayoral and Civic events,

working with the Communications team, as appropriate, to produce press releases, organise photo calls and respond to media enquiries

- Create ideas for proactive communications about Mayoral visits with residents and other stakeholders via blogs, press releases and social media to include modern digital communication methods

Producing Documentation

- Formulate and deliver an induction to each newly appointed Mayor and Deputy Mayor (appointed on an annual basis) pertaining to the Mayoralty and Civic procedure (other than as Chair of Council meetings)

Co-ordinating Information

- Maintain and develop a digital database of internal and external contacts to enable the facilitation and delivery of the Mayor's public engagements, social functions and receptions, including responsibility for the identification and maintenance of contacts with key community and voluntary groups in Swindon and Wiltshire
- To maintain a database of background information on the Mayoralty, including detailed information on previous Mayors of Swindon
- 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
- Carry out research for the Mayor in the investigation and preparation of answers in response to enquiries from members of the public, local press and other community stakeholders
- To undertake all related administration associated with the operation of the Mayor's Office and the Mayoralty generally

Stakeholder Liaison

- Acting as a point of access for queries in relation to the Mayor from internal and external customers and stakeholders, including senior officers and the public
- Dealing with enquiries at first point of contact as far as possible or signposting as appropriate. Being aware of national and local civic developments to be able to proactively plan for events

Office Administration

- Manage the budget associated with Civic Hospitality and the Mayor
- To manage and be responsible for the use and condition of the Mayor's Parlour, private hospitality cupboard, and the provision and safe keeping of Council souvenirs and mementos
- To manage and have responsibility for the use of Council Civic insignia, including custody of the Civic Plate
- Excellent organisation and prioritisation skills in order to respond to competing demands from a range of sources
- Manage and prioritise workloads, ensuring all targets are achieved and deadlines are met
- Respond to written and verbal queries or signposting as appropriate and tracking the response 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 Mayor and Deputy Mayor
- To undertake any other duties that can be accommodated within the grading level of the post
- Keeps the working environment organised and maintain the highest standards of professionalism

Supplementary Accountabilities

- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- Promote equality and diversity best practice in all areas of work
- 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
- Undertaking any other duties that can be accommodated within the grading level of the post

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- 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
- Ability to liaise and communicate with others verbally and in written format
- 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

Qualifications

- Good level of literacy and numeracy skills equivalent to GCSE including basic budget management experience

Decision Making

- The post holder is required to make decisions on a daily basis relating to the organisation of events that

are often of a high profile and that generate considerable public interest. The failure to ensure that the correct Civic procedures are followed may have serious implications for the Council’s reputation and standing in the community and nationally.

- The post holder is required to make decisions and formulate recommendations for the Mayor and Deputy Mayor on attendance at events, and on Civic protocol and procedure for attendance at such events.
- Ability to prioritise own workload to ensure all tasks are completed within given timeframes and escalating any issues to line manager when appropriate
- Responding where appropriate to queries from other Councillors, officers at all levels, the general public and external agencies

Creativity and Innovation

- Being proactive and present ideas about engaging with the public on an on-going basis
- Post holder will be expected to advise and make recommendations to the Mayor and Deputy Mayor on the best way for them to fulfil their roles at a variety of events and to show a degree of innovation and creativity with the organisation of Civic events, including agreeing and making arrangements for the look and layout of ceremonies and events, including the handling of promotional activities and media relations

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none">• None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none">• None	<p>Budget Holder Responsibility:</p> <p>Asset Responsibility:</p>	<p>Directly supervise the use of the Civic Hospitality Budget and working within the approved budgets</p> <p>Responsible for custody of the Civic Plate</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Regular contact with the Mayor and Deputy Mayor, the Chief Executive and senior officers from across the organisation, external partners and external organisations. The post holder will directly come into contact with the public, other local authorities, the Lord Lieutenant, High Sheriff, Officers serving members of the Royal Family, Members of Parliament, Government departments, other outside organisations and the media on a regular basis

- The post holder will be required to identify, establish and maintain contacts with key community and other groups. For example local military units, the Royal British Legion, local care providers. (This contact will be often be by way of establishing and maintaining contacts, providing information and advice on the role of the Mayor and Civic procedures, and may include information on complex procedural issues and confidential and sensitive matters.)

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	