

Job Title: Leadership Support Officer	Role Profile Number: P/A
Grade: M	Date Prepared: Feb 2023
Directorate/Group: Business Support & Resilience, HR & OD Enabling Function	Reporting to: Leadership Support Team Leader
Structure Chart attached:	No

Job Purpose

Working together as a team of Leadership Support officers, this role will be based in the office for the majority of the time to provide central support to Swindon Borough Councils executives and Directors. Allocation will be on a rotation basis insuring that all Leadership Officers are multi-skilled to the same standard and cover is provided as and when needed. The role is to provide support with a can-do attitude showing excellent interpersonal skills to be able to work with a wide range of stakeholders. You will be proactive, always willing to go the extra mile, have excellent attention to detail and understand the importance of confidentiality and discretion.

Key Accountabilities

Schedule Management:

- Maintains Director/Executive personal and work diaries where required
- Organises meetings, presentations/speaking engagements, venue/room bookings, catering and the preparation of relevant material in advance of meetings
- Ensures that time is effectively planned, no scheduling conflicts and that their Executive/Director is effectively prepared and issued with any relevant documentation and a daily timetable in advance of each working week.

Information Preparation:

- Prepares and formats information for internal and external distribution. This may include writing letters, creating presentations, transcribing dictation, editing, proofreading and internet research
- Organises travel arrangements, and the preparation of travel itineraries
- Prepare all Agenda's, actions and meeting notes
- Assist with the follow up actions from meeting outcomes.
- Draft, prepare and distribute documents and correspondence related to meetings, phone calls and teleconferences.

Records Management:

- Manages paper and electronic filing systems
- Ensures that any administration processes are compliant with Company, legal or regulatory requirements and scalable, utilising automation where possible
- Organises e mail systems, responds to e mail using agreed processes
- Folder management – Using SharePoint to keep all folders in a suitable order for easy access to meeting and other information

General Administration Support:

- Screens calls, ensuring that their executive/Director are able to focus on their key priorities, dealing with issues as appropriate
- Coordinate visitors on behalf of Director/Executives
- Undertaking any other admin duties as requested

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.

Knowledge & Experience

- Experience in dealing with difficult and challenging complainants in a calm and patient manner
- 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 leadership 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 council priorities and give appropriate advice and information as required
- 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

- Administration skills.
- To be thorough and pay attention to detail.

- The ability to work well with others.
To be flexible and open to change.
- Patience and the ability to remain calm in stressful situations.
- Knowledge of English language.
- Business management skills.
- Excellent verbal communication skills.
- Proficiency with the Microsoft Office Suite (Outlook, PowerPoint, Word, Excel and SharePoint).

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 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
- Insert elements of the job role where decision making is required

<p><u>Job Scope</u></p> <p>Number and types of jobs managed Typical tasks supervised/allocated to others</p>	<p>Budget Holder</p> <p>Responsibility Asset Responsibility:</p>	<p>No</p> <p>No</p> <p>No</p>
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Contacts and Relationships

- Develops strong relationships with all Directors & executive teams.
- Networks closely within Leadership Support team
- Motivates and mentors others within the corporate support function to deliver high performance and achieve objectives
- Network with Councillors to ensure full awareness of all and to understand what areas they support.
- Actively undertakes personal development to ensure up to date knowledge and understanding of best practice