

## TENDRING DISTRICT COUNCIL

ROLE DESCRIPTION
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Role Title: **Leadership Support Officer**

Post No: **10001316**

Section: **Leadership Support**

Reports to: **Leadership Support Manager**

Grade: **3/5**

### 1. Main Purpose of the Role

To act as a member of the Leadership Support team, principally to take a key role in the smooth running of support to Members, the Chief Executive and senior management, and the administration of corporate business.

### 2. Principal Activities

- a) Take responsibility for updating, collating and distributing the Management Team agenda, Corporate Business Schedule, Informal Cabinet Agenda and Informal Cabinet Feedback.
- b) To prepare on an annual basis, a yearly planner encapsulating Council and corporate events and significant reporting timelines.
- c) To take a lead role on communications emanating from and to the Chief Executive.
- d) To provide direct support to the Leader, Deputy Leader, Chairman and Vice-Chairman in fulfilling their roles.
- e) To support all Members through the provision of administration, information and guidance as required.
- f) To provide direct support to the Chief Executive and/or Corporate Director (Corporate Services) in:
  - I. Acting as a Personal Assistant
  - II. Managing diaries
  - III. Scheduling meetings
  - IV. Dealing with correspondence
  - V. Arranging responses to correspondence
  - VI. Undertaking research
  - VII. Receiving visitors and offering hospitality where appropriate
- g) To support the arrangement and co-ordination, and attend civic functions of the Council.
- h) To liaise with Corporate Directors on corporate projects or such other tasks as may be assigned.
- i) To word process a variety of correspondence, emails, reports, bulletins etc. including transcribing from shorthand dictation.
- j) To maintain and co-ordinate IT and paper-based office systems.
- k) To answer incoming calls to the Leadership Support team and deal with enquiries.
- l) To maintain statistical records and collate financial information using IT systems.

- m) To oversee the work of a Career Track trainee and assist in the trainee's development.
- n) To carry out any other duties that may be assigned from time to time.

### **3. Corporate Responsibilities**

- You must work to any standards imposed by the Council in maintaining and improving its status under Investors in People (IiP)
- You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, Managing and Developing Personal Performance (MDPP), No Smoking, Sickness & Ill Health, Stress, Race Awareness, Violence at Work and Working Time Regulations. E-Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.
- Must maintain high quality corporate and service standards and best practice as required.
- Must work towards achieving excellent performance on relevant performance indicators both local and statutory as part of a team.

### **4. Special Conditions**

- This post is politically restricted within the meaning of the Local Government and Housing Act 1998.
- You may from time to time be required to attend evening meetings, and attend out-of-hours emergencies.
- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

***This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.***

## TENDRING DISTRICT COUNCIL

### PERSON SPECIFICATION

Role Title: **Leadership Support Officer**

Post No: 10001316

*It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.*

### PROFESSIONAL & TECHNICAL DEVELOPMENT

- GCSE (A\* - C) English Language and Mathematics or equivalent
- Able to operate MS-Word, Excel and Outlook (a Level 2 IT qualification would be an advantage)
- Level 3 qualifications in Business Administration and Word Processing would be an advantage
- Able to undertake shorthand at 100wpm
- Experience of supporting senior management
- Having an understanding of the structure Tendring District Council would be an advantage

### COMPETENCY REQUIREMENTS

*The following competencies will be used in making the initial selection decision:*

#### **2.2 Adhering to Principles and Values**

- a. Upholds ethics and values.
- b. Demonstrates integrity.
- c. Promotes and defends equal opportunities, builds diverse teams.
- d. Encourages organisational and individual responsibility towards the community and the environment.

#### **3.1 Relating and Networking**

- a. Establishes good relationships with customers and staff.
- b. Builds wide and effective networks of contacts inside and outside the organisation.
- c. Relates well to people at all levels.
- d. Manages conflict.
- e. Uses humour appropriately to enhance relationships with others.

#### **4.1 Writing and Reporting**

- a. Writes clearly, succinctly and correctly.
- b. Writes convincingly in an engaging and expressive manner.
- c. Avoids the unnecessary use of jargon or complicated language.
- d. Writes in a well-structured and logical way.
- e. Structures information to meet the needs and understanding of the intended audience.

#### **6.3 Following Instructions and Procedures**

- a. Appropriately follows instructions from others without unnecessarily challenging authority.

- b. Follows procedures and policies.
- c. Keeps to schedules.
- d. Arrives punctually for work and meetings.
- e. Demonstrates commitment to the organisation.
- f. Complies with legal obligations and safety requirements of the role.

## **7.2 Coping with Pressures and Setbacks**

- a. Works productively in a high pressure environment.
- b. Keeps emotions under control during difficult situations.
- c. Balances the demands of a work life and a personal life.
- d. Maintains a positive outlook at work.
- e. Handles criticism well and learns from it.

*Applicants should note:*

- *That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role that will be used in the on-going appraisal of the person appointed.*
- *The successful postholder will be expected to undertake the personal development necessary to meet fully the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.*
- *Applicants should also take note of the requirements of the Career Grade for this post. The Career Grade details additional requirements that will be used to determine the pay rate on appointment and in the management of performance and pay progression after appointment.*