Job Description



Job Title: Cabinet Support Officer	Service Area: Corporate Strategy
Division/Section: Mayor's office Grade: PO1	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To ensure the effective operation of the Council's Governance arrangements, which will include providing an effective and support to Executive Members of the Council.

Postholders may be required, at the discretion of the Manager, to work in other teams, including providing cover for absence etc.

Job Context

- 1. The postholder reports to the Cabinet Office Manager.
- 2. The postholder has no line management responsibility.
- 3. The postholder may be required to work evenings, weekends and occasional public holidays, in order to meet service requirements.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- 1. To provide a full range of support services to senior members, including diary coordination, typing, preparing presentations, preparing databases and spreadsheets.
- 2. To receive, sort and deal effectively with senior Members Members' mailing ensuring that all important matters are dealt with confidentially and effectively in line with agreements established with those Members.
- 3. To generate correspondence on behalf of senior Members as required ensuring that any necessary follow-up action is taken by Departments.
- 4. To take responsibility for maintaining diaries for one or more senior Members.
- 5. To ensure the effective and efficient co-ordination of Member level meetings. To co-ordinate, arrange and attend meetings as required, drafting and preparing appropriate papers, transcribing notes/minutes and undertaking follow-up action as necessary. This may involve regular attendance at evening meetings.
- 6. To organise, co-ordinate and prepare briefings for senior Members as required through liaison with the appropriate Chief Officers or their nominees. To undertake research and prepare briefings and reports as required.
- 7. To deal effectively with casework, including investigation enquiries, preparing responses and operating a bring forward system.
- 8. To arrange travel itineraries and accommodation for conferences.
- 9. To brief relevant Council officers, as agreed by the Chief Executive, on matters relating to departmental business arising from Member level meetings.
- 10. To ensure efficient administration systems are developed and maintained maximising the use of IT for the work of the office, including post (incoming and outgoing), meetings diary planning, filing and retrieval and casework.
- 11. To ensure efficient library and information services are developed and maintained to inform and support members.
- 12. To provide support to Executive Members in maintaining their declarations of interest and updating gifts and hospitality records.
- 13. To support executive members in updating their web pages.
- 14. To assist in staffing mayoral events such as mayoral question times and surgeries.

- 15. To provide supervision and training of more junior members of staff.
- 16. To provide, in conjunction with other staff, telephone and reception cover from 9am to 6pm and occasionally between 8am and 7pm where there are meetings.
- 17. To work flexibly which may include working outside normal business hours and occasional weekends to meet Members need.

Performance Management

- 1. Day to day management of individual workload ensuring all commitments are covered.
- 2. Ensure high standards of work and standards of performance are maintained, maximising the use of IT.
- 3. To undertake specific projects and assist in developing systems to improve the service provided by the team and/or Mayoral Office/Members Services as a whole.

Culture

- 1. To promote and demonstrate a practical commitment to equal opportunities.
- 2. To contribute to the corporate culture, which is forward thinking, results orientated and customer focused.
- 3. To carry out such other duties within the competence of the postholder which may be reasonably required from time to time.
- 4. To support the Council in monitoring high standards of conduct and probity in the public life of the authority.
- 5. To deal responsively and sensitively with matters that are the subject of high priority to Members always exercising the utmost probity and judgement.
- 6. To ensure a seamless and responsible service is provided to Members, Officers and Stakeholders across the team, section and the Council.

Personal Specification



Job Title: Cabinet Support Officer	Service Area: Corporate Strategy
Division/Section: Mayor's office	
Grade: P01	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA

METHOD OF ASSESSMENT

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KNOWLEDGE: Knowledge of local government and the roles of councillors and officers currently being considered nationally.	Application Form/Interview/Test
Knowledge of and ability to use computing packages relating to the work of the division, including the use of databases, word processing, email, schedules, the intranet and	Application Form/Interview/Test

internet	
Strong understanding of the respective roles of members and officers	Application Form/Interview/
СКВ	Not required.
EXPERIENCE:	
Experience of providing a support service, preferably to elected Members	Application Form/Interview
Advanced knowledge and experience of using information technology packages including Microsoft Office packages, e.g. schedule, email, databases, spreadsheets, word processing and PowerPoint. Ability to use the Internet and Intranet.	Interview/Test
Experience of working with residents and handling enquiries	Application Form/Interview
SKILLS AND ABILITIES:	
Excellent typing skills	Test
Good written skills	Application Form/test
Working knowledge of the role of support services to elected Members in a large local authority.	Interview
An awareness of the role of information and communication technology in support systems and high level IT skills, in particular in diary, database and email management.	Application Form
Awareness of Equal Opportunities, Customer Care and Quality Standards.	Interview/ Application Form
Ability to develop and maintain effective	Application Form/Interview

administrative support systems.	
Ability to develop, manage and maintain effective and efficient co-ordination of Member level meetings.	Interview
Ability to produce quality written work to tight deadlines.	Application Form
Ability to develop and maintain effective liaison with council Members and Senior Management.	Interview/Application Form
Ability to exercise diplomacy and sensitivity when handling enquiries and co-ordinating responses.	Interview/Application Form
Ability to organise and co-ordinate briefings for Senior Members through liaison with appropriate Chief Officers or their nominees.	Application Form
Ability to undertake research and information gathering on particular topics on own initiative as directed.	Application Form
Ability to communicate clearly and effectively orally and on paper, including the ability to write reports.	Interview/Application Form
Ability to priorities workload and meet varying deadlines.	Interview/Application Form
Ability to work flexibly as part of a team.	Interview/Application Form
PERSONAL STYLE AND BEHAVIOUR:	
Available to work outside normal business hours to meet the needs of the section and to attend evening meetings at council offices and in the community. Occasional weekend work.	Interview