



## Job Description

<b>Job Title:</b> Cabinet Officer (Mayor’s Case work focus)	<b>Service Area:</b> Mayor’s Office	
<b>Directorate:</b> Resources	<b>Post Number:</b> TBC	<b>Evaluation Number:</b> 6518
<b>Grade:</b> GLPC-PO1	<b>Date last updated:</b> August 2023	

**Building a Fairer Newham**

We are committed to investing in our people and our borough to make it the best place to live. We are addressing poverty and inequality, tackling the housing crisis, health inequality and food insecurity. Our commitment starts within the workplace where we strive to ensure the Building a Fairer Newham Corporate Delivery Plan is our number one priority to deliver better and fairer outcomes for our residents

**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.

**Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

### Overall Purpose of Job

Newham has an ambitious policy delivery agenda, and the role of the Cabinet Officer is to support the Mayor and her Cabinet to deliver this ambitious agenda by ensuring the effective operation of the Council's Cabinet Governance arrangements, which will include providing an effective support to the Mayor and other Executive Members of the Council by:

- Being responsible for dealing effectively with complaints and Mayoral casework through development of high quality responses to complaints and enquiries.
- Supporting the co-ordinated delivery of the strategic priorities linked to the Mayor's portfolio.
- Developing and maintaining good relations with service areas and partner agencies.
- Promoting a positive image of the Council and to enhance its reputation.

## **Job Context**

- The postholder reports to the Senior Cabinet Officer.
- The postholder has no line management responsibility.
- In order to support appropriate representation of the Council with residents, the Mayor and elected Members, and external bodies, the post holder will be required to work some evenings, weekends and occasional public holidays. The postholder will support the preparation and delivery of meetings with residents and stakeholders. .
- Postholders may be required, at the discretion of the Manager, to work in other teams, including providing cover for absence etc.

## **Key Tasks and Accountabilities:**

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

- To manage casework in line with relevant legislation, guidance and protocols
- Mayor's Casework – Assist the Senior Cabinet Officer to handle casework relevant to the Mayor's portfolio:
  - Ensuring every complaint or casework request received by the Mayor is properly logged, tracked and actioned appropriately and quickly, either with a response from the senior manager responsible or, in cases of escalated concerns or major stakeholders, from the Mayor or Cabinet Member.
  - Liaison with relevant service areas, chasing responses as necessary and taking responsibility for following up to ensure the subject of an enquiry has been fully addressed.

- Where necessary, to assist with undertaking thorough and detailed investigations of casework about Council Services and partners. This may include corporate, and /or specialist area such as social care complaints
  - Researching background details to casework and conduct interviews with members of the public, council officers and stakeholders and organising site visits where necessary
  - Evaluating the case and producing a detailed, high quality written response which supports the effective resolution of a complaint
  - Being proactive in ensuring follow up action is taken and the customers are kept up to date with progress and are aware of the options if they are dissatisfied
- Mayor's Cabinet Portfolio
    - Organise distribution of papers and briefings relating to Mayor's portfolio, including for key meetings, in a clear and timely manner which enables easy engagement with the content well in advance.
- General
    - Support the Executive Assistant to the Mayor with proactively managing the Mayor's inbox:
      - ✓ In liaison and agreement with the Senior Cabinet Officer, share correspondence received with relevant officers for review and advice and highlight key correspondence with the Mayor and relevant Cabinet Members.
      - ✓ Send responses and proactive communications as required and agreed with the Mayor and senior officers.
    - Organise the logistical and administrative aspects of formal council committee meetings under the guidance of senior officers and in liaison with departmental leads.
    - To meet deadlines and take practical interventions where appropriate
    - To carry out any other duties in line with the purpose and grade of the job or within the competence of the post holder as may be reasonably required from time to time.
    - To assist in staffing mayoral events such as mayoral question times and surgeries.
    - To provide supervision and training of more junior members of staff.
    - To work flexibly which may include working outside normal business hours and occasional weekends to meet Members need.
    - Display a high degree of personal organisation ensuring all commitments are fulfilled.

## Personal Specification

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### 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.

### 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.

CRITERIA- Essential	METHOD OF ASSESSMENT
<b>KNOWLEDGE:</b> <ul style="list-style-type: none"> <li>Knowledge of local government and local government services</li> <li>Knowledge of complaints processes</li> </ul>	Application and Interview

<ul style="list-style-type: none"> <li>Continually keep up to date with the law and guidance in relation to their work area</li> <li>Knowledge of Microsoft Office including use of email, databases, spreadsheets, PowerPoint and Word.</li> <li>Knowledge of research techniques</li> </ul>	
<b>EDUCATION/QUALIFICATIONS</b> A levels or equivalent educational standard	Application and Interview
<b>EXPERIENCE:</b> <ul style="list-style-type: none"> <li>Experience of complaints and casework management in similar settings.</li> <li>Experience of conducting detailed investigations of complaints preferably within a comparable local authority section.</li> <li>Experience of successfully dealing with Members and the public, including communicating difficult issues effectively orally and in writing</li> <li>Experience of working positively to engage with and understand the needs of stakeholders and Members.</li> <li>Experience of project management and/or research work and relevant techniques.</li> <li>Experience of working with computer-based systems</li> </ul>	Application and Interview
<b>SKILLS AND ABILITIES</b> <ul style="list-style-type: none"> <li>Good problem solving and evaluation skills</li> <li>High level of interpersonal skills</li> <li>Ability to think laterally and to develop creative and innovative solutions allied with an ability to respond to change.</li> <li>Well-developed oral, written and presentation skills</li> <li>Ability to understand complex information</li> <li>Able to use computer-based systems</li> </ul>	Application and Interview

<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <ul style="list-style-type: none"> <li>• Has a high degree of integrity</li> <li>• Can demonstrate strong interpersonal and networking styles</li> <li>• Can demonstrate strong commitment to the public service</li> <li>• Can use political judgement and sensitivity</li> <li>• The ability to work as part of a team and on your own</li> <li>• Ability to respond quickly and effectively to changing service needs</li> <li>• Can work under pressure</li> </ul> <p>Ability to demonstrate, understanding and apply our HEART values.</p> <p>These are embedded in all roles and that applicants must evidence their values as part of the application process:</p> <ul style="list-style-type: none"> <li>• Honesty</li> <li>• Equality</li> <li>• Ambition</li> <li>• Respect</li> <li>• Together</li> </ul>	<p>Application and Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>None</p>	