

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources	Job Ref Number:
Service Area: Mayors Office	Grade: 7
Job Title: Mayor Support Officer	

PURPOSE OF JOB:

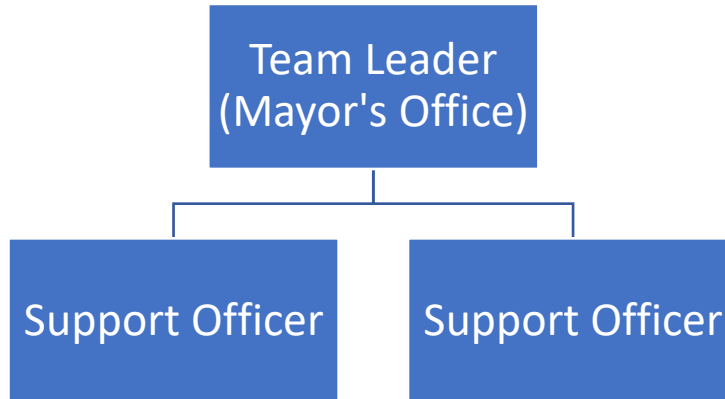
The role of support officer is to support a busy mayoral and combined authority office with casework, provide top-tier executive support, manage high-profile engagements, and ensure the smooth running of the Mayor's diary.

The role will be required to:

- Acting as the first point of contact for the Mayor, managing a busy diary and prioritising key engagements.
- Coordinating events, briefings, and meetings with senior stakeholders, ensuring seamless organisation.
- Handling sensitive and confidential matters with discretion and professionalism.
- Preparing reports, correspondence, and briefing notes to support the Mayor's strategic priorities.
- Working closely with the Mayor's Team Manager to ensure efficiency and alignment with wider organisational goals.
- Representing the Mayor's office with confidence and diplomacy.
- Support where necessary in capturing communications content and covering casework where required.
- Deal with large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email, social media or face to face.
- Gather relevant information to assist with resolving cases.
- Log all cases in the case work system; monitor progress and ensure all identified actions are taken.
- Draft responses to constituents
- Ensure records are kept and information managed confidentially in line with the data protection legislation
- Critically analyse patterns of enquiries and articulate the findings in reports and communication with the CCA and other staff members.
- Ensure that each case is dealt with promptly, sensitively, confidentially, and accurately.
- Some weekend work may be required occasionally.

TEAM STRUCTURE:

Part of a team that supports the Mayor and the Combined Authority with correspondence and casework.

**MAIN DUTIES:**

1	Co-ordinate the provision of a professional executive support and administrative service in the Mayor's team, and liaise with senior offices in the GLCCA to ensure high quality support services are maintained.
2	Manage the Mayor's and the Deputy Mayor's inbox and diary to ensure the most efficient use of time and resources; organising representation (where necessary) when the Mayor (s) or other Elected Members are unable to attend.
3	Be responsible for dealing with internal and external enquiries and complaints using appropriate judgement, tact and diplomacy while working with the Mayor to escalate urgent concerns which could impact service delivery.
4	Actively use interpersonal and communication skills to deal with issues that arise in the absence of the Mayor and proactively review and creates new procedures to ensure that the office continues to run effectively and efficiently.
5	Support general research for the Mayor in the service area. Collate and present information in given timescales.
6	Provide ad-hoc project support through undertaking consultation exercises, monitoring responses, analysis returns and presenting findings as required.
7	Manage conference, travel and accommodation arrangements as required by the Mayor.
8	Preparing reports, correspondence, and briefing notes to support the Mayor's strategic priorities.
9	Where necessary support the production of complex, statutory or sensitive reports, correspondence, agenda preparation, information collation and taking of action notes at meetings.
10	Maintain good working relationships with colleagues, outside partners and customers contributing to effective liaison across the Political parties. This includes but is not limited to maintaining an overview of the remit of the Council, including national and regional legislative issues particularly relevant to the Executive Officer or Executive Councillors.
11	Assist with the arrangements for official visits by Government Ministers, Senior Officials or Statutory/Regulatory Bodies.
12	Develop and establish the right systems to manage a case worker system and approach within the Mayors Office and Combined County Authority
13	Support with a large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email, social media or face to face.

14	<p>Corresponding on casework matters including</p> <ul style="list-style-type: none"> · logging, processing and managing casework. · ensuring that casework is properly logged and tracked. · undertaking thorough and detailed investigations of casework about GLCCA services and partners. · researching background details to casework and conduct interviews with members of the public GLCCA officers and stakeholders · preparing responses and ensure implementation of solutions. · evaluating the case and producing a detailed response · taking and 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. · critically analyse patterns of enquiries and articulate the findings in reports and communication with the Mayor · ensure records are kept and information managed confidentially in line with the data protection act and legislation.
15	Ensure compliance with LCC's Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data.
16	Work in accordance with the relevant financial regulations to support procurement and other financial activities.
17	Actively engage and implement training for the role, including but not limited to, Health and Safety, Information Governance and Safeguarding.
18	Take responsibility for keeping knowledge of relevant legislation, organisational procedures, policies and professional codes of consult in order to maintain or improve standards of best practice.
19	General office admin and support as required
<p><i>This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to perform other duties as directed by their line manager that are commensurate with the level of the post. This document will also be supplemented by key objectives which will be set through the performance and development review process.</i></p>	

PERSON SPECIFICATION			
Requirements	Where identified*	Essential	Desirable
At least 5 GCSE passes at Grade C or above or equivalent**	A	✓	
NVQ Level 3 Business Administration or equivalent	A		✓
Understanding of how to provide excellent customer service	A,I	✓	
Experience in a range of interactions with the public e.g. face to face, telephone, video call or emails	A,I	✓	
Pays attention to detail and demonstrates problem solving capabilities	A, I	✓	

Self-motivation and works on own initiative	A, I	✓	
Time management and workloads prioritisation	A, I	✓	
High level of verbal and written communication with the ability to confidently liaise at all levels	A, I, P	✓	
Flexible approach to work and the aptitude to respond to positively to change	A, I	✓	
Proven experience of data entry and minute taking	A, I	✓	
Understand impact of personal behavior and how decisions impact on others	A, I	✓	
Ability to draft letters and emails to a high professional standard	A, I	✓	
Team player able to support colleagues and respond quickly to changing priorities	A, I	✓	
Previous casework experience (including knowledge of immigration, housing and welfare)	A, I		✓
Experience of working in a support role to senior leaders	A, I		✓
Good working knowledge of Local Government and political awareness	A, I		✓
An awareness of Health and Safety within the workplace	A, I		✓
An awareness of Information Governance and GDPR	A, I		✓
Awareness of financial regulations	A, I		✓
Ability to develop knowledge in specialist areas and be willing to undertake training	I		✓
In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English	A, I, P	✓	

*A = Application form T = Test/Assessment I = Interview P = Presentation

**2017 onwards Grade 4 or above under revised Ofqual Structure

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Combined County Authority Core Values and Behaviours and to carry out the duties in accordance with MCCA policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the MCCA Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during their work.