

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Finance and Public Protection	Job Ref Number: 5116
Service Area: Business Support	Grade: 5

Job Title:
Management Support Officer

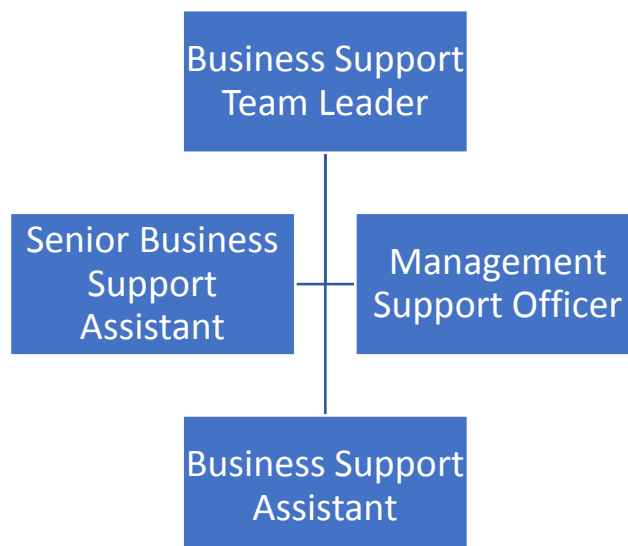
PURPOSE OF JOB:

As part of the wider Business Support family to provide comprehensive and confidential administrative support to Senior Managers in an efficient and effective way, ensuring best use of resources and contributing to the development of the Council's shared values, visions and policy objectives.

Contribute to the delivery of services for area of responsibility. Assist, as appropriate, with providing an integrated approach to performance management, quality standards and service delivery. Embedding new ways of thinking and working and developing and maintaining strong, positive working relationships across service areas, with providers and partners.

Take personal responsibility to provide advice and guidance and/or work within own area of responsibility as appropriate. Continuously look for synergies and efficiency savings across area of responsibility.

TEAM STRUCTURE:



MAIN DUTIES:	
1	Manage a professional secretarial and administrative service to the Senior Management Team (Officers).
2	Manage the Senior Manager(s) e-mails and diary, ensuring the most efficient use of time and resources; organising deputies to attend meetings where necessary.
3	Deal with enquiries and complaints using judgement, tact and diplomacy, working to tight deadlines with attention to detail.
4	Deal with queries and requests from Officers and elected members exercising appropriate judgement, tact and diplomacy when deciding on how to handle the communication.
5	Use creativity and innovation to deal with issues that arise in the Senior Manager(s) absence and proactively create new procedures to ensure that office continues to run effectively and efficiently.
6	Provide a general research function to the Senior Manager(s) and collate information in order to meet deadlines. Undertake project and consultation exercises as required, ensuring prompt accurate responses, analysing returns, preparing summaries, manipulating data and detail and presentation of documentation in the most suitable format.
7	Manage travel and accommodation arrangements as required.
8	Provide minute taking support including the preparation of papers, note taking including the accurate recording of information and actions. Follow up actions where necessary and ensure that information is disseminated as appropriate.
9	Assist with arrangements for official visits by Government Ministers and senior officials as well as those for seminars, conferences and other events.
10	Contribute to effective liaison across Directorates; maintain good working relationships across the Council and with outside partners and customers.
11	Maintain an overview of the remit of the Council, including national and regional legislative issues particularly relevant to the Senior Managers.
12	Assist with media enquires in conjunction with the Strategic Communications Team.
13	Perform monitoring and maintenance tasks of all information systems, including but not limited to, corporate systems and Directorate/Service bespoke systems. Provide reports through the use of technology and systems. Provide specialist system user support where appropriate.
14	To operate and update various LCC computer systems accurately and within defined areas of responsibility, complying with all LCC policies and within timescales.

15	To support LCC's Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data.
16	To undertake purchasing/financial support activity in accordance with relevant financial regulations.
17	Having good understanding of all training requirements of the role including but not limited to Information Governance and Safeguarding and ensure that these are implemented on a daily basis.
18	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
19	<p>Providing a high level of support across a variety of administrative and clerical functions, including but not limited to meeting support, data entry, general office support and completion of defined service tasks.</p> <p>Tasks can include:</p> <ul style="list-style-type: none"> • Administrative support • Research and collate performance information • Data entry/recording • Mail services • Typing services, filing, photocopying and telephone cover

PERSON SPECIFICATION

KNOWLEDGE AND SKILLS	How identified*	Essential	Desirable	Core Competency
At least 5 GCSE passes at Grade C or above or equivalent	A	✓		Personal Responsibility
NVQ Level 2 Business Administration or equivalent (achievement of 50% of units if in progress)	A		✓	Personal Responsibility
Experience of MS Office: Word, Excel, Powerpoint, Outlook and Visio as a minimum	A	✓		Tech Skills and Support
Experience in working in a senior secretarial role	A / I	✓		Technical Skills
Understanding of how to provide excellent customer Service	I / T	✓		Customer Service
Experience in dealing with the public either face to face, telephone written capacity	A / I	✓		Customer Service
Good working knowledge of Local Government and political	A	✓		

awareness.				
Is thorough and pays attention to detail	A / T	✓		Personal Responsibility
Demonstrating problem solving capabilities	A / I	✓		Initiative, Creativity and Innovation
Working on own initiative	I / T	✓		Initiative, Creativity and Innovation; Time and Workload Management
Ability to manage own time and workload	A / I	✓		Time and Workload Management
Exceptional written and verbal skills and ability to liaise confidently at all levels.	A / I	✓		Communication
Committed to self-development including the ability to attend training courses which may be away from the office	A / I	✓		Personal Responsibility
Flexibility and a responsible approach to work	I / T	✓		Flexibility
Ability to respond positively to change	I / T	✓		Flexibility
Experience of Data entry	A / I		✓	Database Skills
Experience in Minute Taking	A / I	✓		Minute Taking
Seeks common ground with others and own team	I / T	✓		Team Working
An awareness of Health and Safety within the workplace	A / I		✓	Health and Safety Awareness
An Awareness of Data Protection within the workplace	A / I	✓		Data Protection and Information Governance
Ability to respond quickly and positively to changing priorities	A / I	✓		Decision Making
Ability to provide practical support to colleagues	I		✓	Developing Others
Awareness and adherence of Financial Regulations	I		✓	Financial Support
Understand the impact of personal behaviour and decisions on others	I	✓		Influencing Skills
*A = Application form T = Test/Assessment I = Interview P = Presentation				

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 Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council 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 Lincolnshire County Council 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 the course of their work.