

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 5116

Service Area: Business Support

Grade: G5

Job Title: Management Support Officer

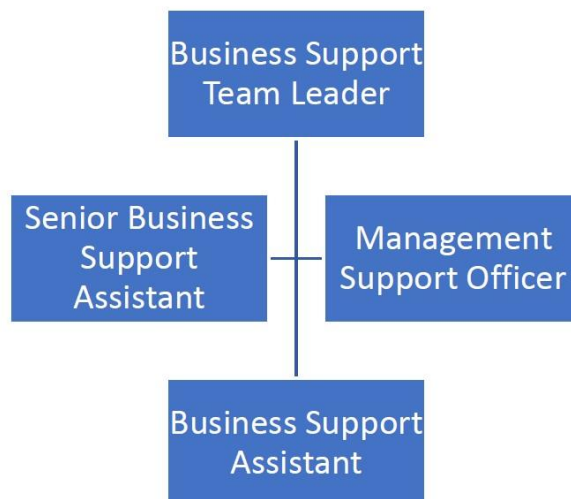
PURPOSE OF JOB:

To provide comprehensive and confidential administrative support to the Senior Officers/Opposition Members in an efficient and effective way, ensuring best use of resources and contributing to the development of the "One Council" approach in line with sharing the values, vision and policy objectives.

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

Taking 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:

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| 1 | Manage a professional secretarial and administrative service supporting an allocated number of Senior Officers/Opposition members |
| 2 | Manage Senior Officers/Opposition members diary, ensuring the most efficient use of time and resources; organising deputies to attend meetings where necessary |

3	Be responsible for dealing with internal and external enquiries and complaints using appropriate judgement, tact and diplomacy while working with the Senior
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	Officers/Opposition members 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 Senior Officer/opposition members and proactively reviews and creates new procedures to ensure that the office continues to run effectively and efficiently.
5	Support general research collate and present information in given timescales.
6	Provide ad-hoc project support including consultation exercises, monitoring responses, analysis returns and presenting findings as required.
7	Manage conference, travel and accommodation arrangements as required
8	Where necessary support the production of complex, statutory or sensitive reports, correspondence, agenda preparation, information collation and taking of action notes at meetings.
9	Maintain good working relationships with colleagues, outside partners and customers contributing to effective liaison across Directorates and/or 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 area supported.
10	Assist with the arrangements for official visits by Government Ministers, Senior Officials or Statutory/Regulatory Bodies.
11	Act as a liaison for media enquiries drafting communications where appropriate and gaining input from the Strategic Communications Team.
12	Operate, monitor and maintain tasks of all information systems, including but not limited to, corporate systems, bespoke Directorate/Service systems and LCC computer systems. Providing reports where necessary and complying with all LCC policies and within agreed timescales.
13	Ensure compliance with LCC's Information Governance principles and contribute towards the safe and confidential capturing, handling, transfer and storage of data.
14	Work in accordance with the relevant financial regulations to support procurement and other financial activities.
15	Actively engage and implement training for the role, including but not limited to, Health and Safety, Information Governance and Safeguarding.
16	Take responsibility for keeping knowledge of relevant legislation, organisational procedures, policies and professional codes of conduct in order to maintain or improve standards of best practice.
17	Provide a flexible approach to working and cover for colleagues across the Business Support service to ensure the continued provision of MSO support services

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
At least 5 GCSE passes at Grade C or above or equivalent*	Application		
NVQ Level 3 Business Administration or equivalent (achievement of 50% of units if in progress)	Application		

Experience of MS Office 365: Teams, Outlook, Word, Excel, PowerPoint, SharePoint and Visio	Application/Test		
Experience of working in a support role to senior leaders/members	Application/Interview		
Understanding of how to provide excellent customer service	Interview/Test		
Experience in a range of interactions with the public e.g face to face, telephone, video call or emails	Application/Interview		

Good working knowledge of Local Government and political awareness	Application		
Pays attention to detail and demonstrates problem solving capabilities	Application/Interview		
Self-motivation and works on own initiative	Interview/Test		
Time management and workloads prioritisation	Application/Interview		
Experience of project work, research and analysis	Application/Interview		
High level of verbal and written communication with the ability to confidently liaise at all levels	Application/Interview		
Commitment to self-development including a willingness to attend training courses which may be located away from the working environment	Application/Interview		
Flexible approach to work and the aptitude to respond to positively to change	Interview/Test		
Proven experience of data entry and minute taking	Application/Interview/Test		
Seeks common ground with others in own team	Interview/Test		
An awareness of Health and Safety within the workplace	Application/Interview		
An awareness of Information Governance and GDPR	Application/Interview		
Team player able to support colleagues and respond quickly to changing priorities	Application/Interview		
Awareness of financial regulations	Interview		
Understand impact of personal behavior and how decisions impact on others	Interview		

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.	Interview/Presentation		
*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 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.