

JOB TITLE	Management Support Officer (ACCW)
TEAM	Business Support
DIRECTORATE	Resources
WORK BASE	Hybrid

This job brief sits alongside the job description for this role.

Key Objective – Provide high level administrative support to senior leaders within ACCW

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Co-ordinate and arrange meetings and send necessary appointments for internal colleagues and external visitors, book meeting rooms if required Arrange Microsoft Teams/virtual meetings Inform reception of external visitors Book car parking for external visitors Escort visitors to/from reception
Minute taking with five days' notice of booking, if in line with Supported Meetings Service Agreement ESO/MSOs will only support meetings that require full notes/verbatim minutes which will be typed contemporaneously (not handwritten) Meetings that do not require full notes/verbatim minutes should produce action logs which will be populated by meeting attendees on a rotational basis or Action Transcription facility to be used. Where an attendee at the meeting records the actions and decisions or an Action transcription is used following the meeting these notes can be sent to the MSO Team for typing up and distribution. Preparing and circulating agendas and papers ahead of meetings, utilising One Drive/SharePoint
Proof read documents and distribute as required electronically or utilising Print and Post Service
Create and maintain structure charts
Update Outlook email distribution lists for teams and service areas
Field telephone calls, take messages and signpost accordingly
Signpost Business World requisitioning tasks, raising purchase orders, setting up suppliers and procurement card reconciliation
Payment of invoices and goods receipting
Book conferences, hotels, train tickets as necessary Use the most appropriate method of payment (see procurement card guidance) and if using a procurement card, ensure receipts are obtained for every purchase and show VAT where appropriate
Assistance with the organisation of Management Development Days and Training Events which includes booking of the event, arranging agendas/presentations/papers as necessary, and setting up on Lincs2Learn to enable the collation of attendance and specific requirements
Updating of appropriate and relevant Sharepoint pages as requested via Inbox

THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE
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Provision of high quality support to all internal and external customers
Basic use of Microsoft packages including but not limited to Word, Excel, Outlook, PowerPoint
Undertake routine clerical duties including, but not limited to, photocopying, fax transmission, laminating, binding, scanning, document collating and distribution
Recording, reporting, distribution and collection of mail (where no central team undertaking)
Undertake reception duties, including signing in and out visitors, ensuring they are aware of fire evacuation procedures
Undertake routine monitoring of generic resource email accounts (as allocated by Supervisor)
Receive routine telephone enquiries, message taking and call re-direction
File maintenance
Filing / electronic filing, Records Management, Subject Access Request
Orders, receives, checks and distributes stocks of stationery and other consumable items (where no central team undertaking)
Meeting/event convening (room booking, invite sending, room set up, refreshments etc.)
Fire Marshall cover (where appropriate)
Record and update sickness database (where no central team undertaking)
Imprest purchasing and petty cash (where no central team undertaking)
Health & Safety support and awareness
General minute taking
Peer training/coaching/mentoring
Induction support
Accommodation / property support to Supervisor (where no central team undertaking)
Basic support for systems in use by LCC or Service Area supported (in agreement with Supervisor)
Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor)
Production of reports, letters, audio tapes and other processed communications, often of a sensitive nature
Equipment maintenance (where no central team undertaking)