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| **Post title:** | Leadership Support Officer |
| **Grade:** | E |
| **Responsible to:** | Business Support Manager |
| **Staff managed:** | None |
| **Directorate:** | Central Services |
| **Service:** | Business Support |
| **Job family:** | **C&A - Customer & Administration** |
| **Date of issue:** | May 2023 |

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| Job context |
| * The post holder is required to work with colleagues and elected members at a senior level within the organisation and with external customers and partners. * The nature of the work requires a flexible approach, an awareness of civic and political protocols and a high level of confidentiality at all times. * The post-holders will deal with complaints and enquiries from members of the public, service users and colleagues and will need to deal with these in accordance with corporate procedures and ensuring accurate records are maintained. * The post holder will work within a Leadership Support Team. Whilst post-holders will be nominated as a key contact for a senior officer, they will be expected to have the skills, ability and confidence to cover each other’s tasks. * This role involves spoken communications, so a confident use of English language is required. |

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| Operational management: | * To maintain correspondence records including iCasework in relation to issues raised by Elected Members and members of the public, co-ordinating and preparing responses which meet County Council customer service standards and timescales. * To manage diaries and arrange meetings with both internal and external agencies, events, travel and accommodation as necessary. * To prepare and collate meeting papers and agendas as appropriate, and attend meetings when requested, taking minutes and dealing with follow up work as appropriate. * To develop, implement and maintain effective key service registers, databases and filing systems, including bring forward systems, working with information which may be of a sensitive or confidential nature. * To support the Assistant Director in his/her role on corporate committees, working groups and outside organisations including national bodies, including support for events relating to individual service areas. * To provide cover for other Leadership Support Officers and to work collaboratively with colleagues to provide seamless support. * To assess requests and queries and correspondence, including confidential material, arriving in the office by email, paper, telephone, or face to face. To then prioritise, respond, including preparing routine responses if appropriate or redirect them. * To receive and deal appropriately with Members, Officers of the Council and external visitors and to respond appropriately and sensitively to enquiries from the public, internal and external officers and other callers and refer on to relevant colleagues as appropriate. * Support the Assistant Director in preparing material relating to FOIs tracking progress as required. * To collate information from a variety of sources and brief the Assistant Director on emerging issues and produce presentations/communications as required. * To prepare and check reports as directed to ensure they are of the required standard and submitted within set timescales. |
| Communications: | * To support effective communications with officers, Members and external partners. * To participate in the induction, training and development others within the team. |
| Systems and information: | * To use a wide variety of ICT packages to input data, and produce complex and/or sensitive documents, presentations, diagrams, and other publications in an accurate and timely fashion. * To act as a first point of contact for the Assistant Director/ dealing with a range of queries on his/her behalf. |

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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Knowledge of using computer packages for communications and data input * Sound knowledge of common office practice and procedures * Sound understanding of issues relating to confidentiality and data security * Good understanding and commitment to high quality services and customer care * Significant experience in the use of office software. * Strong organisational skills and experience. * Experience of working in a busy office and providing administrative support. * Experience of producing complex reports or information to tight deadlines. * Experience of assessing incoming queries and information and correctly prioritising them. * Experience of providing information (including confidential and sensitive information) and advice across a wide area to the highest standards of customer care. * The ability to converse at ease with customers and provide advice in accurate spoken English is only essential for some posts. * Experience of dealing with distressed or angry customers. * Experience of taking minutes in meetings. | * Knowledge of working to statutory and legislative standards relevant to the position. * Knowledge of business processes and operational issues relevant to the position. * Knowledge of the fire, health & safety and legionella procedures. * Knowledge of relevant NYCC policies and procedures including those relating to safeguarding, data protection and confidentiality. * First Aid qualification. * Ability to use and prepare text from shorthand. * Local Government or similar experience. * Experience of providing support to senior managers. * Experience of working with complex reports to set deadlines or information to tight deadlines |
| Occupational Skills   * Excellent ICT skills with the ability to use IT applications effectively to support administrative processes. * Ability to use a keyboard with speed and accuracy. * Ability to accurately prepare text from recorded audio instructions and other technologies. * Ability to produce an accurate record of meeting discussion and actions. * Excellent organisational skills with the ability to prioritise own workload with a minimum of supervision. * Ability to communicate effectively in writing, using existing documents, formats, and styles and to complete accurate written records. * Ability to obtain and present information from a variety of sources. |  |
| Behaviours  [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications   * Level 3 qualification in Business Administration or equivalent or willingness to work towards qualification * Good literacy and numeracy skills to Level 2 or equivalent * Commitment to ongoing development |  |
| Other Requirements   * Ability to observe a high degree of confidentiality and integrity. * Ability to use tact, diplomacy, and discretion. |  |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. |

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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.