

<b><i>Job Description</i></b>		
<b><i>Title</i></b>	<b><i>Department</i></b>	<b><i>Post Ref</i></b>
<b>Professional Practitioner – Grade 5</b>	<b>Children, families and Cultural Services – Governor Services</b>	<b>Add Ref</b>
<b><i>Job Purpose</i></b> <ol style="list-style-type: none"> <li><i>To provide comprehensive support to existing and prospective customers</i></li> <li><i>To support the senior management team in ensuring that Governor Services meets the needs of its customers, within governance legislation</i></li> <li><i>To support the management of complex complaints within confidentiality regulations</i></li> </ol>		

**Key Responsibilities**

1. To be an authoritative source of advice and guidance, both for customers and colleagues on services, policies and processes including complex queries and to be a point of contact in the absence of the Team Manager and Senior Professional Practitioner
2. To create, manage and manipulate information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria, this will include producing bespoke and complex reports
3. To support budget monitoring and reporting and ensure contracted services are monitored and charged for.
4. The help plan and support the organisation of meetings and events ensuring that the Team Manager and Senior Professional Practitioner are appropriately resourced to deliver the sessions effectively
5. To be deployed as a Clerk to Governors to a specified number of schools and to be able to undertake emergency cover of clerking at short notice.
6. To support in the coordination of complaints including liaison between the complainant, clerk and the school. To check, and ensure that highly confidential papers are collated and distributed in accordance with data protection legislation and best practice.
7. To support in the management of Clerks to Governors including the recruitment, training and allocation of Clerks to Governing Bodies, both within and external to Nottinghamshire.
8. To provide effective liaison with customers (both new and existing) to manage customer expectations and ensure that the service is delivered in line with the published package to a high standard.

**Key Accountabilities**

1. To ensure clerks and resources are deployed efficiently, effectively and flexibly to meet customer demand in line with the service offer.
2. For the accuracy and quality of information within the responsibility of the post holder
3. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance
4. To ensure that corporate policies and financial regulations are adhered to
5. To work efficiently and effectively to support operational services

**The post holder will perform any duty or task that is appropriate for the role described**

<b>Person Specification</b>	
<p><b><i>Education and Knowledge</i></b></p> <ol style="list-style-type: none"> <li>1. Good literacy and numeracy skills to NVQ 3 level or equivalent.</li> <li>2. To have an understanding of governance regulations and legislation (and other legislation) which impact on the work of governor services.</li> <li>3. Knowledge of working to statutory and legislative standards.</li> </ol>	<p><b><i>Personal skills and general competencies</i></b></p> <ol style="list-style-type: none"> <li>1. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff</li> <li>2. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</li> <li>3. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available</li> <li>4. Ability to meet agreed objectives and delivery targets by the effective use of resources</li> <li>5. Ensures the council's policies for fairness and respect are delivered including setting high personal standards.</li> <li>6. Take an active role in managing risk, health and safety issues.</li> </ol>
<p><b><i>Experience</i></b></p> <ol style="list-style-type: none"> <li>4. Experience of data management including manipulating large data sets and producing complex reports ensuring accuracy and where appropriate confidentiality</li> <li>5. Significant experience and competence using IT and common business support packages including word processing and spreadsheets</li> <li>6. Experience of providing information to the public or customers using good communication skills appropriate to the individual needs of the customer</li> <li>7. Experience of using defined business processes and giving guidance on them to colleagues</li> <li>8. Experience of planning and delivering sold services and managing customer expectations</li> </ol>	

***Role Dimensions/ Job Context***

1. This is a county wide role delivering a sold service to governing bodies both within and external to Nottinghamshire.
2. The post holder will support the senior management team in providing expert advice on governance legislation to existing and potential customers
3. The post holder will liaise between the clerking and management team to ensure a high quality of clerking support to customers, also undertaking the clerking role to ensure a full understanding of the complexities of this role
4. Support the management team in ensuring that the service operates at a nil cost to NCC by tracking ad hoc support and charging appropriately for this work.

*Please attach a structure chart*

Date: January, 2019