

Title Members' Support Officer – Ruling Group	Department Chief Executive's – Democratic Services – Member Support	Post Ref.
Job Purpose To provide high quality business support to Members of the Council's ruling group. N.B. The type and level of support available to the various groups within the County Council is dependent upon a formula relative to the number of Councillors within a group. These arrangements can therefore change, based on the outcomes of County Council elections. However, it is intended that the post-holder of this post will continue to remain supporting the Ruling Group, whichever Group that may be.		
Key Responsibilities <ol style="list-style-type: none"> 1. Managing diaries for backbench Members (those Members of the Group who are not Chairmen / Vice-Chairmen of Committees), including arranging meetings and visits. 2. Receiving and responding as required to correspondence and other communications received by Members. 3. Taking a proactive approach to ensure that, in a Member's absence all, enquiries are dealt with in an efficient manner and appropriate action is taken. 4. Assisting with Members' constituency casework as required. 5. Maintaining effective filing systems for Members. 6. Supporting and developing Members in the efficient and effective use of ICT, including first-line advice on the use of hardware and software packages. 7. Providing cover for colleagues in the ruling group and being an effective member of the political team. 	Key Accountabilities <ol style="list-style-type: none"> 1. For the quality, accuracy and timeliness of work undertaken on behalf of Members. 2. For specified service targets within agreed resources and timescales. 3. To undertake all duties and to take responsibility for all relevant outcomes, on own initiative and without day to day supervision, approaching the line manager (Executive Support Officer) when required for clarification. 	

<p>8. Managing the information of the Group in a secure and legally compliant manner, with due regard to the high level of political sensitivity and confidentiality of this work.</p> <p>9. Working with minimal supervision, organising and prioritising personal workload to meet the requirements of the Group's Members.</p> <p>10. Providing input and advice to assist multi-disciplinary projects within Democratic Services, the wider Department and the Council as a whole.</p>	
The post holder will perform any duty or task that is appropriate for the role described	

<i>Person Specification</i>	
<p><i>Education and Knowledge</i></p> <p>1. A good standard of education (including English Language and Maths GCSE) or equivalent experience.</p> <p>2. Excellent ICT skills, including the use of Microsoft Office packages.</p> <p>3. An understanding of the services provided by the County Council.</p> <p>4. An understanding of the role of County Councillors.</p>	<p><i>Personal skills and general competencies</i></p> <p>5. An ability to operate in a political environment.</p> <p>6. An understanding of the General Data Protection Regulations and an ability to manage highly sensitive information in a confidential and legally compliant manner.</p> <p>7. Excellent verbal and written communication skills.</p> <p>8. Ability to work under pressure in a rapidly changing environment.</p> <p>9. Strong interpersonal skills and ability to build and maintain effective working relationships with Members and Officers at all levels within the organisation.</p> <p>10. Highly organised, precise and accurate with strong attention to detail.</p>

	<p>11. Personal resilience and flexibility.</p> <p>12. Ability to work on own initiative and collaboratively as part of a wider team.</p> <p>13. Ability to act as an effective ambassador for the County Council with external partners.</p> <p>14. Ability to deal with complaints and find positive solutions and outcomes.</p> <p>15. Anticipates customer needs to provide excellent service, continually striving to improve efficiency and effectiveness</p> <p>16. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards</p> <p>17. Takes an active role in managing risk, health and safety and safeguarding issues.</p>
<p>Experience</p> <p>18. Experience of managing own workload, balancing competing demands, determining priorities, and delivering to deadlines.</p> <p>19. Experience of developing and maintaining websites.</p>	
<p>Role Dimensions</p> <p>20. The role does not have any responsibility for managing staff.</p> <p>21. The post holder is not directly responsible for individual budgets but is expected to take a proactive role in ensuring that expenditure relating to Members remains within budget, working in conjunction with the Team Leader – Ruling Group and the Team Manager, Democratic Services.</p> <p>22. This post is not politically restricted.</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date May 2018

Tier 7 - Frontline Roles