**croydon council**

**Role Profile and Person Specification**

**Department:**

**Division:**

**Job title:** Cabinet Support Officer - Leader & Cabinet Office

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| **N.B: If you have any issues printing this document please contact HR** |

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| **ROLE PROFILE** | |
| **Job Title:** | Cabinet Support Officer - Leader & Cabinet Office |
| **Department:** |  |
| **Division:** |  |
| **Grade:** |  |

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| **Hours (per week):** | 36 | |
| **Reports to:** | Executive Officer – Leader & Cabinet Office | |
| **Responsible for:** | Supporting the Head of Service to deliver objectives for the Leader and Cabinet Members. | |
| **Role Purpose and Role Dimensions:** | To provide self-directed and proactive executive support to the Leader and Cabinet Members.  Acting as an executive support 'partner' to Cabinet Members to enable and facilitate the achievement of strategic objectives and key outcomes.  To work collaboratively with Executive Support Officers across the organisation. | |
| **Commitment to Diversity:** | To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity. | |
| **Key External Contacts:** | The post holder will be required to develop and promote a network of internal contacts across all areas of the Council; and to engage with gravitas and effect with external contacts within the local and central government spectrum, including: other local authorities; third sector organisations; government departments and agencies; local government representative groups; unions. | |
| **Key Internal Contacts:** | The post holder will be required to liaise with the Leader, Cabinet and other elected Members, all staff across the Council, with effect and on behalf of the Leader and Cabinet |
| **Financial Dimensions:** | Nil - The post holder will be responsible for assisting the Executive Officer to ensure the Leader and Cabinet office adhere to the financial probity, planning, forecasting and monitoring in compliance with the constitution and the Council’s financial procedures |
| **Key Areas for Decision Making:** | The post holder will be responsible for the smooth flow of information and communications across the Leader and Cabinet office. |
| **Other Considerations:** | None. |

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| **Is a satisfactory disclosure and barring check required?**  [(click here for guidance on DBS)](http://intranet.croydon.net/staff/HR/all-staff/HR-handbook/Archive/DBS%20Documents%20-%20March%2014/dbs_%20policies_%20paget.asp)  **What level of check is required?** |  | |
| **Is the post politically restricted**  **(**[*Click here for guidance on political restriction*](http://intranet.croydon.net/staff/HR/all-staff/HR-handbook/02.09-Politically-Restricted-Posts-Guidance.doc)) | |  |

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| **Is the post exempt from the Rehabilitation of**  **Offenders Act (ROA) 1974**  *(*[*Click here for guidance on ROA* )](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/299916/rehabilitation-of-offenders-guidance.pdf) |  |
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| **Key Accountabilities and Result Areas:** | **Key Elements:** | |
| **To exercise executive support and decision making on behalf of the Leader and Cabinet Members** | This will involve:  Undertaking research on a self-directed basis - for example - drafting responses to Councillor questions, Freedom of Information requests, directing enquiries requiring a specialist reply or response to those able to respond on behalf of the Leader/Deputy Leader/Cabinet Member - and tracking completion of the reply/response.  To deal with officers across the Council to ensure that Cabinet Members are fully briefed.  Developing and maintaining effective working relationships with Directors, Corporate Leadership Team, and other key stakeholders to develop and manage the smooth flow of all work interactions and information.  To ensure effective and proactive diary management, (re)prioritisation and booking of meetings, events etc; liaison with colleagues, partners and customers to manage their expectations effectively and provide a positive interaction.  To work as a team member to improve the overall performance of the team, supporting the Head of Office in new ways of working and improving systems and processes.  Implement and support effective diary management tools for the Leader and Cabinet office (flags, bring forwards, use of enabling technology).  Ensuring a service that engenders confidence, professionalism and empathy at all times. | |
| **To act as an integral executive support within the Leader and Cabinet Office** | This will involve:  Working as both a member of the team and acquiring general knowledge of key issues in Croydon.  Preparing and debriefing after key meetings ensuring key actions are noted and acted upon.  Working collaboratively with all internal and external stakeholders.  Providing a knowledgeable 'front of house' welcome and positive experience and impression  To organise, and take notes at key meetings that are necessary. | |
| **To provide and ensure an executive overview of work planning and tracking of the team's work (and as a consequence the contribution to the achievement of corporate objectives)** | This will involve:  Monitoring and flagging timely production of project outputs and service deliverables for the Leader and Cabinet  Quality assuring the work planning and tracking processes.  Taking pre-emptive and responsive action on the Leader and Cabinet’s behalf to resolve any matters preventing the timely and effective delivery of work plans - not limited to: liaising with Members, partners, contractors, Executive Leadership Team and Corporate Leadership Team, second tier managers and other officers.  Applying a high level of tact and diplomacy to maximise co-operation and acceptance. | |
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| Green Commitment | | * Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials. | |
| Data Protection | | * Being aware of the council’s responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply. * Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements. | |
| Confidentiality | | * Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council’s databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement. | |
| Equalities and Diversity | | * The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination. | |
| Health and Safety | | * Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate. | |
| Contribute as an effective and collaborative team member | | This will involve:   * Supporting the team to develop and to innovate with new ways of doing things. * Participating in training to demonstrate competence. * Undertaking training as required for the role. * Participating in the development, implementation and monitoring of service plans. * Championing the professional integrity of the service. | |

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| **Person Specification** | |
| **Job Title:** | Cabinet Support Officer |
| **Essential knowledge:** | Knowledge of the political structures, governance and decision making within the Council  Thorough knowledge of the team's vision, purpose, scope, work, key collaborative partners, key customers and key outcomes  Well developed knowledge of planning and project management. |
| **Essential skills and abilities:** | Ability to work in close partnership with the Leader, Cabinet and Head of Service and to provide executive support that is nuanced effectively to complement the Leader and Cabinet’s work style and executive support needs.  High level of written and oral communication skill and planning skills – the ability to manage one’s own time and liaise with others effectively.  Good interaction skills and the ability to influence and persuade effectively and to build and maintain contacts and rapport.  Ability to represent and articulate one’s own (and others) views to the Leader and Cabinet in a constructive, and positive way that in every respect underpins and reflects the values of the Council.  Resilience – when facing demanding workloads, conflicting priorities, challenging situations/clients.  Political and personal awareness (e.g. identifying what can be said, when and to whom. The impact of their behaviour on others and how this impacts)  Able to establish and maintain relevant digital/enabled/electronic systems and to interpret information to inform priorities and decision making.  Practical problem solver, with focus on efficiency, effective conflict resolution, service provision, customer care and empathy.  Ability to work effortlessly in collaboration and support of the Leader and Cabinet to enable that person to achieve their objectives, whilst not having to have an equal or equivalent understanding or level of expertise for that persons work. |
| **Essential experience:** | Experience of working in a political environment, working closely with senior politicians  High level ICT skills and propensity - and commitment and experience of digitally enabled working and change.  A track record of providing high calibre customer care and of working in close partnership with senior colleagues.  Track record of applying good diplomacy skills  Clear evaluative skills and a track record of delivering workable proposals and solutions.  Demonstrable experience of managing projects from start to finish. |
| **Special conditions:** | None |