

POST TITLE	ELECTED MEMBERS' OFFICER
DIRECTORATE	CORPORATE SERVICES
SERVICE	DEMOCRACY, GOVERNANCE AND RESILIENCE
RESPONSIBLE TO	RELEVANT EXECUTIVE MANAGER, SENIOR EXECUTIVE OFFICER OR EXECUTIVE OFFICER
NUMBER OF POST HOLDERS	12
ACTING UP/ SECONDMENT	CORPORATE SERVICES

PURPOSE OF JOB

- To provide focused, comprehensive and efficient business and administrative support to Elected Members of the Council. This may include direct support to the Council Leader; the Deputy Council Leader; or members of a political group many of whom will hold senior positions within the Administration or Opposition.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Prioritising and actioning communications and escalating the most significant issues that cannot be resolved directly.
- Customer facing as first point of engagement for enquiries to councillors. Progressing and resolving these wherever possible and escalating where necessary whilst keeping Elected Members updated.
- To work with the relevant Manager and other members of the section to support new initiatives and promote team working to ensure that efficient and effective services are provided.
- Attending meetings – compiling agendas, taking minutes / action notes and progressing decisions.
- To consider reports provided by service areas and to use in-depth of knowledge of existing policy, process and procedure to provide comment, where appropriate, for consideration by elected members, political group managers and senior officers.
- To co-ordinate and liaise with political group managers and senior officers to ensure that relevant stakeholders are involved in the development of council policy and that this is developed with sensitivity to political and wider organisational needs.
- Operating, organising and storing highly confidential communications in line with policies, confidentiality guidance and elected members statutory responsibilities as data controllers.
- Working with service departments as appropriate to ensuring that councillors are suitably briefed for all meetings and engagements.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Proven experience of providing executive administrative support at a senior level is essential. A recognised relevant qualification at HND level is required (or equivalent relevant experience).
- Able to work autonomously, operating within the Governance Framework and Member-Officer Protocol
- The post will require creativity in solving a range of customer contact problems and issues. Proactively assessing and responding to correspondence and enquiries, utilising their initiative and knowledge of the policies, processes, procedures and requirements of the relevant Conveners or councillors.
- Flexible and adaptable, prioritising workload to respond effectively to changing demands. Resilient and capable of working under pressure and to conflicting and changing deadlines.
- The post will be required to develop and revise business processes to improve service standards.

- To develop collaborative working relationships with a diverse range of contacts.
- In constant contact with senior managers to source and exchange information and represent the views of elected members.
- Close partnership working with other local authorities, public service/partner organisations to resolve a range of issues some of which will be complex or contentious.
- As the first point of engagement for elected members, acts as an ambassador and must present a positive impression and be capable of dealing sensitively and efficiently with all matters.
- Frequently deals with angry/upset constituents who have not received satisfaction elsewhere in the council and some of the city's most vulnerable residents with distinct and challenging needs. Such contacts have to be dealt with sensitively and efficiently to ensure the most appropriate outcome to protect the well-being of residents and the reputation of the council.
- First point of contact for conveners and/or councillors. Decisions taken have a direct impact on residents' views of their elected representative.
- The post will constantly be required to make a range of decisions, in accordance with Elected Member and Employee protocols, relating to the business conducted by Conveners' and councillors. An ability to operate autonomously with minimal supervision, prioritising own workload in a fast paced, highly scrutinised and demanding environment and to responding efficiently to changing requirements.
- The post will resolve issues independently wherever possible and ensure that decisions are informed by relevant technical/specialist expertise where necessary.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- There is no direct line management of staff but the postholder may be required to train, induct and oversee temporary staff, secondees and trainees, particularly providing coaching and instruction to Modern Apprentices to develop their skills and confidence assisting them to make the transition from their apprenticeship into full-time, permanent employment.

RESOURCES

- The post will be responsible for a range of office equipment and will update and maintain data, much of which may be sensitive in nature reflecting the duties of Elected Members.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others

including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).