



Job description

Job title: Leadership Support Assistant

Department: Human Resources & Transformation

Service: Leadership Support Office

Grade: GLPC-E

Post reference number: TBC

1 Job purpose

To provide professional support to the Directors and Heads of Service, providing a proactive and efficient personal administrative support service.

To contribute to embedding a 'One Leadership Support Team' approach, to provide high quality support in response to the needs of the Leadership Support Office.

2 Principal duties and responsibilities

1. To ensure co-ordination of effective leadership support for key internal and external meetings with the Director and/or Heads of Service, including agenda and forward planning, recording concise action-oriented notes if appropriate, and monitoring delivery of actions.
2. To organise and prepare documents, correspondence and reports requiring the integration of multiple office technology and software applications, with limited direction.
3. To provide and obtain information from senior managers or outside representatives including members. To communicate and/or coordinate the manager's instructions with various individuals and/or departments, tracking this and progress chasing as required.
4. To undertake research, gathering, summarising, and analysing data, to assist the Director and/or Heads of Service in the preparation and presentation of briefings and reports.
5. To undertake lower level project work as required, effectively coordinating activity and maintaining project documentation and as required by the Directors and/or Heads of Service.
6. To use own initiative to problem-solve and to resolve 'live' issues as appropriate.
7. To review, revise, develop and manage departmental administrative process and procedures to organise and expedite the flow of administrative work through the directorate.
8. To manage diaries, scheduling appointments and arranging meetings, conferences and travel, working in cooperation with the wider Leadership Support Team and members of the department providing support to.

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9. To route, answer and resolve correspondence and/or queries, screening telephone calls, letters, and/or visitors, answering questions, and providing information as required.
 10. To be flexible and adaptable in order to meet the varying demands of the role, and have the ability to react calmly and professionally under pressure to get the job done.
 11. To support the organisation's senior recruitment approach, working with Human Resources & Transformation colleagues to ensure the appropriate senior recruitment arrangements are in place and that the Directors and/or Heads of Service are fully briefed on relevant recruitment campaigns.
 12. To be an active member of wider team meetings, and to represent the Leadership Support Service, at internal and external meetings as required.
 13. To provide capacity and support across the service (including the Executive Office and the Executive and Majority Support Office), an appropriate level and support other pieces of project work for different areas of the Council, as requested and agreed under the leadership of the Leadership Support Manager.

3. All staff are expected to maintain high standards of customer care in the context of the City Council's Core Values, to uphold the Equality and Diversity Policy and Health and Safety standards and to participate in training activities necessary to their post.

4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered, and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

6. Numbers and grades of any staff supervised by the post holder:

N/A

7. Post holder's immediate supervisor: Senior Leadership Support Manager

Prepared by/author: Rachael Morris

Date: Revised August 2016

Job title: HR Business Partner

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature:

Date:

Person specification



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Areas of responsibility/ requirements	Requirements	Measurement				
		P	A	T	I	D
Knowledge	A knowledge of national and local policies, drivers and legislation relevant to the principle duties and responsibilities of the post		✓		✓	
	Knowledge of approaches to project management			✓	✓	
	Knowledge of Nottingham City Council's decision making and consultation procedures		✓		✓	
	An understanding of how employee engagement can drive service delivery changes.		✓		✓	
Skills/abilities – interpersonal	Ability to analyse and interpret data and information		✓	✓		
	Ability to prioritise workloads and meet deadlines		✓		✓	
	Good analytical skills with the ability to research		✓		✓	
	An ability to write concise, clear and accurate reports and briefings, prepare and present verbally in a concise and clear and engaging manner.			✓	✓	
	Ability to work effectively with a range of colleagues and Councillors in a political environment		✓		✓	
	Ability to work flexibly as part of a team, to supervise other employees and/or students and interns if required		✓		✓	
Information technology	IT skills and experience to include use of word processing, spreadsheets, databases, Outlook, project management tools and internet		✓	✓		
Experience	Experience of contributing to projects and the demonstration of excellent organisational skills, the ability to cope with pressure and meet multiple deadlines.		✓		✓	
	Experience of working with a range of partners across all levels in the Council		✓		✓	

	Experience of collating, analysing and interpreting detailed information, and writing reports/briefing materials		✓	✓		
	Experience of co-ordinating and organising high level meetings/events/briefings		✓		✓	
Work to promote mutual respect and good relations	Ability to operate sensitively, build credibility and effective relationships with senior management and business leaders				✓	
	Understanding of corporate commitment to equality and diversity and excellence in performance with the ability to translate into practice for the team and partners		✓		✓	
Other	Ability and willingness to work outside of normal office hours		✓			
	Ability and willingness to travel both inside and outside the council area as required		✓			
	Willingness to comply with the City Council's non-smoking policy.		✓			

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence

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