Grading
Job Description and Employee Specification

Job title: Children and Families Leadership Support Officer	**Service area**: Children and Families
Post number:	**Division:** Children and Families
Grade: **6**	**Section/team:** Partnerships Evaluation and Outcomes

Overall purpose of job:

Providing a comprehensive and high quality support service to the Children and Families Leadership functions as part of a wider assurance framework, in the context of the One Family Approach.

Providing a standard core offer to AD's . in terms of being a point of contact, making and arranging meetings/appointments, diary management, coordination and interpretation of priorities and demands in consultation with the AD's, and effective organisational safety in relation to effective governance and compliance with statutory and regulatory duties.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. Liaises with the Children and Families Leadership Coordinator, around the day-to-day workflow within Children and Families, and wider colleagues in Partnerships Evaluation and Outcomes to ensure the Children and Families Leadership Team individually and the organisation have safe, effective governance and compliance with statutory duties.

2. Delivers a highly comprehensive, confidential and efficient support service to the Children and Families Leadership Team working with the co-ordinator, and wider colleagues to ensure a consistent standard of support in all circumstances.

3. Effective Diary and call management on behalf of Children and Families AD's and wider management team - making full and best use of AD's/HOS time.

4. Responsible and accountable for supporting a number of internal and external systems leader and strategic level meetings and boards. Ensuring they are supported to a high standard and that systems and processes are continuously improved to ensure they are modern, efficient and fit for purpose and these are implemented across the whole team where appropriate to give a consistent support function.

5. Manage Children and families and the wider organisations reputation, building and maintaining constructive relationships with a broad range of internal and external stakeholders.

6. Act as the Children and Families AD's first point of contact with people from both inside and outside of the organisation.

7. Assists in the planning of business continuity of the Children and Families Leadership Team – for example supporting the arrangements for a cover rota for periods of Director/AD/Heads of Service cover for any period of absence, updating SLT Emergency Planning rota etc.

8. Contribute to maintaining standards and improvements within the team. Identifies shortfall in procedural and business system implementation and suggests new ways of working – designs, promotes continuous improvement of and ensure the efficient and effective implementation of systems and processes.

9. Assists the co-ordinator and wider colleagues in supporting external inspections and peer reviews as required.

10. Organises travel and complex travel itineraries (ensuring value for money).

11. Assists in planning for events, visits and functions on behalf of the Children and Families Leadership Team.

12. Deputises in the absence of the Children and Families Leadership Support Co-ordinator

Knowledge, skills and experience:

- Detailed knowledge of local government administration and of a range of Council services and functions, including across Children and Families
- Detailed knowledge of the Council's key partnerships.
- Knowledge of the Councils decision making and internal governance processes.
- Awareness of the key government departments and agencies.
- Extensive experience of working with and supporting senior managers at executive and corporate level.
- Level 3 Secretarial, business or administration qualification and willingness to undertake continuous professional development.
- Extensive experience of supporting both internal high level and complex boards/ meetings and external partnerships.

- High level of political awareness.
- Experience of building and maintaining professional relationships at all levels both internally and externally.
- Ability to identify shortfall in procedural and business system implementation and suggest new ways of working - demonstrating is able to promote continuous improvement of and ensure the efficient and effective implementation of systems and processes.
- Ability to function effectively as a team member demonstrating adaptability and flexibility.
- Experience of undertaking research on a variety of issues and presenting findings in a variety of formats.
- Ability to prioritise workload and holds excellent organisational skills.
- Advanced computer skills, extensive knowledge of IT systems and ability to develop use of systems to maximise organisational benefits and continue to enhance skills as technology evolves (video clips/imagery/social media/web based work etc).
- Experience of project and facilities management/event planning.
- Experience of Council's complaints process.
- Knowledge of Council's requirements under Freedom of Information.
- High level of skill and experience in the use of electronic office systems and practices.
- Able to work on own initiative and with proactive approach.
- Able to demonstrate sensitivity, discretion, tact and diplomacy skills.
- Demonstrates a sound understanding of the Data Protection Act/GDPR when dealing with sensitive and confidential information.
- Excellent interpersonal and communication skills.

Creativity and innovation:

- Design, promote continuous improvement of and ensure the efficient and effective implementation of Children and Families and the wider organisations operational systems and processes – change ambassador across the organisation.
- Develop innovative ways of solving complex problems in a fast changing environment.
- Use professional judgement to derive alternative information sources and methods of analysis where appropriate.
- Using initiative and problem solving skills to determine the best method of dealing with queries and/or complaints.
- Creativity in managing diaries individually and as a team – scheduling of internal and external boards and meetings to work for individual directors and across the Children and Families Leadership Team as a whole.
- Establishing and continuous development of research/information gathering for the senior leadership team and identifying the best and modern formats and creativity in presenting/summarising information, adhering to the Council's visual identity. This is particularly important in the use of the information presented on Topdesk and within newsletters of external partnerships

Contacts and relationships:

The post holder will provide and exchange advice, guidance and information with a range of contacts within the Local Authority and multi agency partners and organisations

Weekly

- Children and Families Leadership Team and wider workforce
- Council Leadership Team (negotiating, influencing and supporting)
- Heads of Service, Senior Officers and work colleagues
- Cabinet Team and their office
- Elected Members, Group Offices and Mayoral Office, primary contact for the team
- Daily contact
- Other officers of the Council (all service areas including Customer Contact Centre re handling of complaints / FOI colleagues)
- Democratic services colleagues (in relation to formal decision making processes, exchanging information)
- Council Business Support Team/Central Admin Team (links to promote continuous improvement of and ensure the efficient and effective implementation of operational systems and processes across the organisation).
- Media and PR team (in relation to press enquiries and press releases)

Monthly contact

- External Regulatory Bodies (e.g. Ofsted) and Peer Review inspectors (responding to challenges, exchanging information in relation to issues, inspection purposes)
- Chairs of Governing Bodies, Headteachers, teachers and support staff within schools.
- Trade Unions / Professional Associations
- General Public (dealing with their enquiries and passing them on to relevant officers. Some may be distressed and upset or irate)
- Parents and Carers, children and young people (face to face contact)
- MP's and MP office (in respect of enquiries)
- Government departments and regulatory bodies (re policy, guidance and inspection)
- Chief Officers/Senior Officers/Chairs of other public sector partners for example, CCG, Acute Health Providers, Police, Fire, Education Providers, Community Leaders and Voluntary Sector Organisations (in respect of partnership meetings and arrangements)
- Business and industry leaders (responding to planning of events, visits, organising meetings and strategic planning)
- Other local authorities (all levels of the organisation)
- Emergency Planning Team (Liaison on behalf of Children and Families Leadership Team)) and Emergency Services in the event of an emergency.

The post holder would be expected to initiate and maintain relationships with the above contacts and negotiate and influence within the working relationships.

The post holder must always be conscious of representing the council and act accordingly. Some contacts may be of a contentious or politically sensitive nature therefore requiring the post holder to demonstrate tact, diplomacy, discretion, confidentiality and sensitivity accordingly.

Decision making:

- Responsible and accountable for supporting a number of internal and external strategic level partnerships/meetings and boards - building and maintaining effective working relationships with a broad range of internal and external stakeholders. Ensuring they are supported to a high standard and that systems and processes are continuously improved to ensure they are modern, efficient and fit for purpose and these are implemented across the whole team where appropriate to give a consistent support function.
- Diary management of the various internal governance and external partnership meetings and boards – liaising with the Coordinator and other colleagues on conflicting appointments.
- Assists in the planning of the business continuity of the Children and Families Leadership Team – for example producing a cover rota for periods of Director/AD/Heads of Service cover for any period of absence, updating SLT Emergency Planning rota etc.
- Assists in supporting external inspections and peer reviews as required.
- Implements change in current working practices across the team to drive improvement and efficiencies.
- Reviews and improves professional standards with colleagues for the team.
- Establishes a link with the Council Business Support Team/Central Admin Team to ensure good practice and new initiatives are implemented across the organisation.
- Makes decisions on the content of reports, presentations and other documentation for use both internally and externally using discretion and initiative.
- Deputises in the absence of the Children and Families Leadership Support Co-ordinator and makes any decisions required.
- Decisions potentially impact on work with outside organisations, partner bodies and the whole council. Decisions also potentially have reputational impacts on the work of the council and the wider community.
- Some decisions will also have long lasting implications/effects depending on the complexity of the decision with consequences for the whole Council, Senior Leadership Team, Elected Members, officers, the general public and partner and other organisations

Responsibility for resources:

Laptop and call management device £300.

WORK ENVIRONMENT

Work demands:

The DCS and the wider Children and Families Leadership Team has many roles/commitments both within the Council and with external organisations/partners. There are heavy demands on the Children and Families Leadership Team's time with conflicting priorities and requirements. The Children and Families Leadership Support Officer is to balance these priorities/requirements by using sensitivity and judgement to provide a comprehensive and high quality support function for internal governance and external partnerships at a strategic and corporate level

Working with the Children and Families Leadership Support Co-ordinator and wider colleagues to ensure consistency and quality across the team and balancing the requirements of individual and team priorities.

Deputising in the absence of the link Children and Families Leadership Support Co-ordinator

The role has a wide scope and the post holder has to frequently respond to changing demands and circumstances being flexible in their approach.

Balancing conflicting priorities, demands and deadlines is a key feature of the job and which therefore involves an ability to react quickly to change.

The Children and Families leadership support function of the Council is a unique working environment and workload is unpredictable, intensive and extremely pressurised.

Physical demands:

- Normal physical effort.
- Handling of IT equipment.
- The post holder will be required to work on IT systems throughout the working day and occasionally travel to different sites across the authority.

Working conditions:

- The work is mainly office-based, including home working, with some requirement to attend evening meetings, special events at other venues etc.
- Occasional working away from office as required e.g. to attend meetings/organise events such as staff/partnership events.
- Formal base at CSH with requirement for agile working from other locations.

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Work context:

- Managing competing demands from the DCS and the wider Children and Families Leadership Team and within Partnerships Evaluation and Outcomes and resolving conflict.
- This is a demanding and challenging role, working in a high profile, fast moving and very pressurised environment and being able to work flexibly to meet the demands.
- On occasion, some members of the public can be particularly challenging, rude and aggressive.
- Work involves minimum risk to personal safety

Position in organisation:

Indicate how many staff the post is directly accountable for: 0

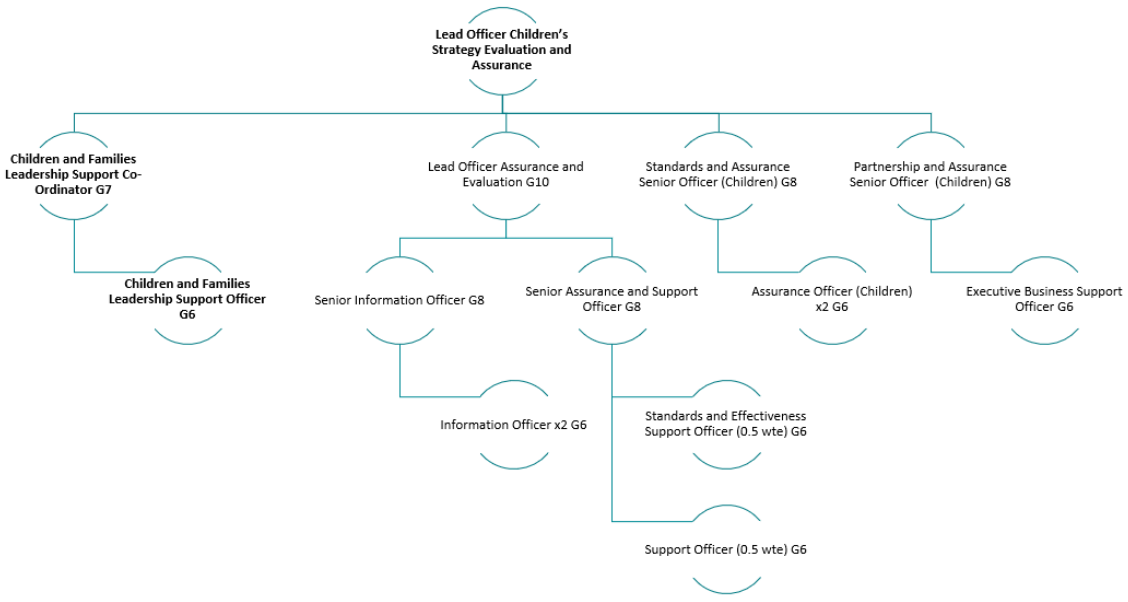
Are posts in more than one location? Yes ☐ No ☒
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?
Yes ☐ No ☒

Please indicate which post(s)

_____

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Detailed knowledge of local government administration and of a range of Council services and functions, including across Children and Families • Detailed knowledge of the Council's key partnerships. • Knowledge of the Councils decision making and internal governance processes. • Awareness of the key government departments and agencies. • Extensive experience of working with and supporting senior managers at executive and corporate level. • Extensive experience of supporting both internal high level and complex boards/ meetings and external partnerships. • High level of political awareness. • Experience of building and maintaining professional relationships at all levels both internally and externally. • Ability to identify shortfall in procedural and business system implementation and suggest new ways of working - demonstrating is able to promote continuous improvement of and ensure the efficient and effective implementation of systems and processes. • Ability to function effectively as a team member demonstrating adaptability and flexibility. • Experience of undertaking research on a variety of issues and presenting findings in a variety of formats. • Ability to prioritise workload and holds excellent organisational skills. • Advanced computer skills, extensive knowledge of IT systems and ability to develop use of systems to maximise organisational benefits and continue to enhance skills as technology evolves (video clips/imagery/social media/web based work etc). • Experience of project and facilities management/event planning. • Experience of Council's complaints process. • Knowledge of Council's requirements under Freedom of Information. • High level of skill and experience in the use of electronic office systems and practices. • Able to work on own initiative and with proactive approach. • Able to demonstrate sensitivity, discretion, tact and diplomacy skills. • Demonstrates a sound understanding of the Data Protection Act/GDPR when dealing with sensitive and confidential information.	
Knowledge, Skills and Experience	**Interview**
• Excellent interpersonal and communication skills.	
Education, Training and Qualifications	**Original documents**
• Level 3 Secretarial, business or administration qualification and willingness to undertake continuous professional development.	
Working Arrangements	**Interview**
• The work is mainly office-based, including home working, with some requirement to attend evening meetings, special events at other venues etc. • Occasional working away from office as required e.g. to attend meetings/organise events such as staff/partnership events.	

- Formal base at CSH with requirement for agile working from other locations.

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
•	
Knowledge, Skills and Experience	**Interview**
•	
Education, Training and Qualifications	**Original documents**
•	
Working Arrangements	**Interview**
•	

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☐	**No** ☐
Political restriction	
Yes ☐	**No** ☐
The ability to speak fluent English under the Immigration Act 2016	
Yes ☐	**No** ☐

- Version Control

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