

## Job Description

<b>Job Title</b>	Senior Member Support Officer
<b>Directorate</b>	City Law and Governance
<b>Service Area</b>	Democratic Services
<b>Grade</b>	7
<b>Competency Level</b>	2
<b>Salary</b>	£38,223 – £43,421
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	A9065

## Job Purpose

### Directly Responsible For:

To be accountable for assisting in the delivery of high-quality support services to the Leader, Cabinet and Ruling Group. To provide supervision of staff in the absence of the Head of the Ruling Group.

## Directly Responsible To:

Principal Member Support Officer, City Law and Governance

## Main Areas of Responsibility:

- To assist the Principal Member Support Officer in drafting, developing, and progressing briefing notes for the political leadership of the Council, including fulfilling detailed research.
- Undertaking, as required, strategic research projects, gathering and analysing information, presenting findings to the Leader, Cabinet and administration, as required via reports, briefings and group presentations.
- To supervise and provide guidance to Member Support Services for the Leader, Cabinet and Ruling Group to enable the corporate core of the City Council to function effectively.
- Support the Principal Member Support Officer to provide a wide range of detailed administrative functions to ensure the efficient and effective operation of support services to the Leader, Cabinet and all Members of the administration.
- Undertaking work at a high level of autonomy, responsibility and confidentiality and to work under own initiative.
- To supervise the production of Councillor Street letters, and diary management for the Leader, Cabinet Members and Ward Councillors when required.
- Being proactive in initiating follow up action within corporate deadlines and frameworks, necessary to support a high performing office.
- A confident user of casework management system, including i-casework and MyWard platforms, including offering advice and guidance, to other members of the team, and Elected Members.
- Responsibility for the servicing of key meetings including the necessary

associated work as directed by the Principal Member Support Officer.

- Maintaining strict confidentiality at all times, in relation to all areas of the business.
- To assist in the logging, recording and administration of Information Requests, including Freedom of Information Act, Environmental Information Regulations and Data Protection Act inquiries.
- Undertake any other duties commensurate with the grade in relation to posts of this nature.
- Operating flexibly in respect of cover for other staff with the team, to ensure service standard office hours are provided and assist with covering meetings and events.
- To ensure all protocols, audit requirements, standing orders and systems are adhered to and service information recorded on appropriate ICT systems within agreed timescales.
- To participate in all aspects of training and development as directed and using all relevant learning opportunities to improve personal skills so as to improve effectiveness and efficiency of service delivery.
- To develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- When required assisting, in leading the team by example, demonstrating integrity, honesty and respect for others promoting equality of opportunity and challenging unfair discrimination.
- To promote good governance practices and the highest standards of ethical conduct of Members and Officers across the Council.

## **Supervision and Management Responsibility:**

- Supervision of staff in the absence of the Head of the Ruling Group.

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

## **Physical Demands of the Job:**

- This post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs.

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Evidence of supporting Elected Members/ Decision Makers/Senior Management and/or experience in Elected Members / Decision Makers/ Senior Management services administration (A,I)
- Evidence of drafting detailed research documents including reports and briefing notes (A,I)
- Experience and knowledge of support arrangements for Elected Members Decisions Makers/Senior Management (A,I)
- Extensive knowledge and experience of identifying and implementing best practice in Member Services programmes, and/or equivalent including extensive knowledge of local, regional and national support frameworks (A,I)

## Experience

### Essential

- Knowledge of the Constitution and legislation and the requirements relating Member/Officer protocol, and Code of Conduct (A,I)

## Desirable

- Experience of delivering high level support to senior politicians or equivalent
- Experience of design, delivery and evaluation of casework management systems
- Experience of drafting reports and briefing notes that are strategic, using initiative
- Experience of providing support to elected members in their roles
- Experience of managing projects
- Experience of staff supervision and team working

## Skills/Abilities

### Essential

- Effective written, oral and presentational skills (A,I)
- Effective interpersonal skills when dealing face to face and by telephone with officers, elected members, general public and/or equivalent
- Ability to use appropriate IT applications, in particular Civica Issue Manager, i-casework and all Microsoft Office applications
- Ability to maintain confidentiality

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- To be able to work flexible and serve evening meetings and/or events as required (A,I)