Post Specification

Date	November 2024
PG Number	8372
Post Title	Member Support Officer
Job Family	Business Support
Job Family Role Profile	BS8
Final Grade	8

To be read in conjunction with the job family role profile

Service Area description

Legal and Democratic Services.

Purpose of this post

To provide support to Council Members in delivering their community leadership role and in undertaking their duties as ward Councillors as well as supporting the Council in delivering a range of strategic functions.

To provide an efficient, effective and confidential secretarial and information processing service to Cabinet, the Administration and elected Members.

Key job specific accountabilities

1. To perform a full range of secretarial and administrative services for Cabinet, the Administration and elected Members.

2. To provide support to the Administration in the absence of the Political Assistant

3. To use appropriate software packages and IT equipment to produce high quality, accurate and prompt word processing so as to maximise the effectiveness of internal and external communications.

4. To support the management of elected Member enquiries by providing information, arranging services and liaising with other Council Officers,and ensuring that matters requiring attention are prioritised as appropriate and in good time, in order that urgent matters can be considered and actioned promptly.

5. To remain politically neutral in all dealings with Members and show a high degree of political astuteness and political sensitivity whilst working effectively with Members, chief officers and key outside bodies.

6. To provide support to elected Members in the use of information technology to facilitate effective working and communications.

7. To provide administrative support to meetings as required. To ensure that agenda are prepared and distributed within the timescales specified. To attend meetings as necessary to take minutes, before preparing and distributing them as necessary. Where individuals have been tasked with action to progress items to ensure that deadlines are met.

8. To maintain and develop filing and other information/reference systems to facilitate speedy access to and retrieval of information to provide effective support for elected Members; carry out photocopying, printing and other similar duties as required.

9. To answer questions and provide training and information for elected Members including research work and duties using the internet. To use procurement systems for purchasing supplies of stocks and services

10. To assist elected Members in communicating with their constituents, council officers and outside bodies and agencies

11. To undertake such other duties to support the service area as may from time to time be allocated to the post commensurate to the grade.

Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	•
Staff Management Responsibilities	•
Other	•

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ Level 3, or equivalent experience or knowledge in the relevant work area.
- IT literate with a good working knowledge of Microsoft Office, particularly Outlook and Word.
- Experience of delivering on multiple tasks with competing deadlines.
- Experience of developing and maintaining constructive working relationships and partnerships with colleagues, other agencies and stakeholders
- Ability to work in a politically sensitive environment, recognise the need for tact, diplomacy and strict confidentiality as appropriate.
- Ability to gather information from a range of sources and translate this information into jargon free advice
- Ability to work as part of a team as well as under own initiative.
-

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances	
Emotional Demands	•
Physical Demands	•
Working Conditions	•
Other Factors	

- In order to meet the duties of the post the job holder must be able to travel independently around the District,

Westmorland and Furness Council