

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT	Housing and Safer Communities	POSTHOLDER	NA
SECTION	Repairs and Investment	GRADE	SO2
POST DESIGNATION (TITLE)	Senior Support Officer		

Purpose of Job:

To be responsible to the Head of Responsive Repairs and Voids for:

- i) Providing effective business support to the Head of Responsive Repairs and Voids.
- ii) Undertaking discreet projects to support the effective organisation of Responsive Repairs.
- iii) Working as part of a team to deliver excellent high quality executive support across the remit of Responsive Repairs including absence cover.
- iv) Developing and maintaining good relationships with service areas, stakeholders internal and external to the Council and elected members.

Main Duties:

- 1) Provide high quality executive support to head of service; proactively managing diaries, booking appointments, updating systems, organising meetings and resolving any diary conflicts.
- 2) Manage and oversee all correspondence on behalf of the Head of Responsive Repairs and Voids. This includes communications from Councilors, senior officers, residents, and central government. Ensure timely, appropriate responses to all correspondence, preparing replies and responding directly on behalf of the Head of Service when necessary.
- 3) Conduct research and gather information to support replies to enquiries, drafting responses for approval on significant or sensitive issues as required. Handle confidential and sensitive matters with discretion, including discussions and materials of the highest sensitivity.

- 4) Support the Head of Responsive Repairs and Voids with policy-related responsibilities, engaging with external organisations and staying updated on new government policies.
- 5) Manage and prioritise internal and external emails directed to the Head of Responsive Repairs and Voids and chief officers when required, ensuring they are addressed promptly and effectively. In the Head of Services' absence, identify urgent matters and forward them to the appropriate senior manager, responding personally where appropriate.
- 6) Monitor enquiries from other directorates, elected members, staff and external partners ensuring appropriate response is given, that enquiries are prioritised according to urgency and importance. Produce draft responses for issue.
- 7) Ensure actions delegated by the head of service are tracked for progress, chased with managers and when necessary, brought to the attention of the head of service.
- 8) Ensure managers within the division are aware of the deadlines for notification of items and submission of draft reports; that report authors are aware of reports they are responsible for and timescales for submission and clearance.
- 9) Draft correspondence on complex cases on behalf of the head of service and chief officers ensuring that personal and confidential matters are treated with discretion. Quality assure correspondence prior to submission for clearance.
- 10) Undertake research on behalf of the Head of Responsive Repairs and Voids, including the interrogation of databases, undertaking analysis of information and formatting and drafting reports and presentations.
- 11) Maintain and update divisional organisational charts.
- 12) Ensure that meetings, working groups and other forums chaired or attended by the head of service are properly serviced; including organising meetings, arranging refreshments, preparing agendas and collating papers, taking and circulating minutes and ensuring that decisions and actions are progressed.
- 13) Develop and maintain effective professional working relationships with elected members, senior managers across the Council, key stakeholders and their support staff.
- 14) Work with the Assistant Director's support officer in dealing with routine tasks and provide absence cover in areas of assigned responsibility ensuring key tasks are carried out.
- 15) Maintain systems for recording correspondence including logging, tracking and chasing replies to ensure that they are responded to within appropriate timescales.
- 16) Oversee the safekeeping and management of office assets, including laptops, keys and other essential equipment. The role involves maintaining accurate inventory records, coordinating the allocation and return of assets, ensuring secure storage to prevent loss or damage, and conducting regular audits to identify and address discrepancies.
- 17) Prepare correspondence for Responsive Repairs, quality checking and logging on correspondence logs.

- 18) To be the first point of contact for Responsive Repairs, receiving visitors and providing appropriate hospitality.
- 19) Manage all post received into Responsive Repairs – opening, logging, assigning and redirecting as required.
- 20) Provide a word processing and electronic mail service for correspondence and other documentation including drafting correspondence on behalf of Responsive Repairs.
- 21) Answer telephone enquiries in a professional manner, deal effectively with the enquiry exercising discretion and judgement, and prioritise and escalate as appropriate.
- 22) Draft confidential documents and quality assure documents prior to presentation for clearance.
- 23) Undertake any other work appropriate to the level and general nature of the post's duties.
- 24) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 25) Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 26) Perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 27) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the post to which the postholder normally reports to: Head of Responsive Repairs and Voids.

Person Specification

Job Title	Senior Support Officer
Grade	SO2
Service/Section	Repairs and Investment
Directorate	Housing and Safer Communities

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Ability to understand complex information.	E
Ability to identify gaps in information.	E
Skills and Abilities	
Awareness of the political sensitive nature of the position.	E
Highly developed organization skills.	E
Ability to remain focused and calm in a pressurised environment.	E
Ability to maintain confidences.	E
Excellent interpersonal skills.	E
Well-developed oral, written and presentation skills.	E
Ability to prioritise workload and work as part of a team.	E
Experience	
Experience of providing executive level support within a complex organisation.	D
Diary management and forward planning.	E
Undertaking discreet projects.	D
Dealing with elected members and management of case work.	D
Experience of dealing external agencies and members of the public.	E
Working with senior management in local government or similar organisation.	E
Organising meetings, conferences and staff events.	D

Minute taking and supporting meetings.	E
Working in the public or voluntary sector.	E
Experience of working positively to engage with and understand the needs of stakeholders.	D
Experience of working within an organization with governance and accountability structures.	E
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	D
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	D