

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Corporate Governance & Democratic Services

POSTHOLDER:

SECTION: Leader's Office

GRADE: PO1

POST DESIGNATION: Senior Assistant to the Leader

Purpose of Job:

To be responsible to the Leader's Office Manager for:

- i) To work with the Leader's Office Manager in the efficient operation and the continuing development of the Leader's Office.
- ii) To ensure that the office is run effectively and develops to meet changing requirements, managing a full range of administrative services.
- iii) To provide secretarial, administrative and personal assistant support to the Leader and allocated Councillors.
- iv) To work as a member of a team in ensuring that services are provided in accordance with specified service standards and working protocols.

Main Duties:

- 1) To assist with the running of the Leader's office, ensuring that all administrative and other support functions are carried out efficiently and effectively.
- 2) To be responsible for the collation and distribution of documents for Council meetings convened by the Leader and Deputy Leader; to attend and take minutes; to be responsible for all follow-up work as appropriate including advising Chief Officers of any actions required; to be responsible for the programming of any required reports taking account of the Council's Forward Plan.
- 3) To procure all reports from chief officers for meetings convened by the Leader and Deputy Leader.

- 4) To attend any other Council meetings as required by the Leader or the Leader's Office Manager, and to undertake any follow-up work as appropriate.
- 5) To undertake work on sensitive issues, maintaining confidentiality and providing appropriate responses and documentation for the Leader, Members and senior officers as required.
- 6) To support the Leader's Office Manager in the efficient operation and continuing development of the Leader's Office, using appropriate information systems such as Covalent.
- 7) To produce high-quality accurate documents and presentations as required.
- 8) To acquire and maintain an awareness of issues and developments relevant to the work of the Leader's Office and to bring relevant matters to the attention of the Leader or Leader's Office Manager as appropriate. To ensure the Leader is kept fully briefed on important and potentially controversial matters.
- 9) To ensure that letters, telephone calls and other enquiries made to the Leader's Office are dealt with on behalf of the Leader. To be responsible for the receipt and logging of all incoming post, ensuring that action is taken as appropriate including, for example, exercising discretion in individual cases as to whether a matter needs to be brought to the attention of the Leader, Deputy Leader or relevant Cabinet Member, or can be referred to the relevant Council Department. To maintain records as appropriate of such enquiries and action taken.
- 10) To act as a contact point on behalf of the Leader, in relation to matters being, or to be dealt with, by the Leader. To relay information and take action as appropriate to ensure that activities are properly co-ordinated.
- 11) To assist and support the Leader of the Council in carrying out his/her Council duties and responsibilities, including processing correspondence and enquiries addressed to the Leader, responding on behalf of the Leader as appropriate, and preparing or drafting correspondence for the Leader's signature/approval.
- 12) To liaise on behalf of the Leader with Chief Officers and other Council staff, members of the public, community groups, other local authorities, local authority associations, government departments, Members of Parliament, and other agencies and organisations.
- 13) To take responsibility for archiving documents and files, following Council procedures, to ensure that documents are stored and managed effectively both on and off site.
- 14) To handle sensitive information and original paperwork in accordance to agreed procedures and guidelines.
- 15) To investigate individual cases on behalf of the Leader in his/her roles as Ward Councillor or Leader of the Council, seeking information from appropriate officers in order to provide a comprehensive response on behalf of the Leader. To bring to the attention of the Leader any cases requiring their personal attention.

- 16) To maintain an appointment diary for the Leader. To maintain a bring-forward system relating to matters dealt with through the Leader's Office and to progress these matters, as necessary.
- 17) To arrange Council meetings on behalf of the Leader, including collating relevant papers, sending out invites, collating invite responses, preparing minutes and all domestic arrangements. To assist the Leader in preparing for such meetings and other events as necessary, by obtaining information, providing briefing papers, etc. on matters to be discussed.
- 18) To be responsible for booking seminars, conferences and accommodation etc. and for all travel arrangements.
- 19) To be familiar with and operate a range of software including Internet/Intranet, spreadsheets, databases, Covalent and electronic diaries.
- 20) To be responsible for responding on behalf of the Leader and other leading councillors to press releases, newsletters, articles and publications and to proactively develop relationships with local and regional media.
- 21) Develop and maintain good internal working relationships with senior officers and Councillors to ensure effective links are developed with all council directorates, acting as an ambassador for the Leader to anticipate and resolve issues and conflicts, and to foster a culture of collaboration.
- 22) To build and maintain strong and effective relationships with key internal partners including the communications team, policy, performance and governance teams.
- 23) To build and maintain effective relationships with key external stakeholders including local MPs and London Assembly Members, Leader's/Mayor's offices at other London boroughs, key officers at London Councils, the GLA and local partners and stakeholders' bodies.
- 24) To deputise for the Leader's Office Manager as required including supervising the Leader's Office staff in the absence of the Manager.
- 25) To undertake any other work appropriate to the level and general nature of the post's duties.
- 26) 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.
- 27) To 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.
- 28) To 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.

- 29) This post does not require a DBS.
- 30) To undertake supervision/management of staff as and when required.
- 31) 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 Post-Holder normally reports:

Leader's Office Manager