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| |  | | --- | |  | | **CSS Officer – Democratic Services & Elections Teams**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: CSS Officer Scale 6  **Service Area: Democratic Services Team & Elections Team**  **Directorate: Corporate and Support Services (CSS)** | Salary Grade: Scale 6 |
| **Responsible to: Head of Legal & Democratic Governance** | |
| **Main Purpose of the Job:**  You will be providing professional, high quality administrative and procedural support to the Elections Team and the the Decmocratic Services Team.  In relation to the Elections Team you will be assisting with the administration of the Canass Reform, maintaining the Electoral Register and assisting with future elections.  With regard to the Democratic Services Team you will assist with both committee and member bodies and support to the Mayoralty. This will involve attending meetings, helping to ensure rules are followed, and preparing agenda, reports, decision records and minutes. You will also assist with the administration of the School Admission Appeals service.  Your workload is likely to vary according to the needs of both teams, therefore high levels of flexibility and adaptability are required. | |
| **Summary of Responsibilities**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.   1. **Problem Solving/Creativity/maintaining standards**  * Responds to issues requiring a broad understanding of work-area policies and procedures. * Resolves complex problems in a thorough and timely manner; use discretion and know who to go to in order to resolve issues and complete tasks. * Take an appropriate level of accountability in the delivery of services offered by Corporate and Support Services Directorate * Regular analysis and interpretation of a variety of situations to determine the most appropriate course of an action, applying an appropriate approach based on experience and procedure. * Through information gathering and analysis, identifies problems and develops solutions to complex problems. * Taking into account research and best practice proactively updates manuals/procedures, training others as appropriate. * Prioritises work, taking into account own work area and needs of larger work area. * Work as part of team understanding and focussing on how the role supports the teams and departments priorities  1. **Responsibility and accountability**  * Responsible for the effective delivery of a response to enquiries * Responsible for coordinating, negotiating and ensuring best practice and value for money * Manages, supervises and supports direct reports and ensures that all Council’s policies and procedures are adhered to. * Accountable for interpretation of council communications, application to service provision and cascading to services for action. * Be the technical expert or specialist in specific areas providing guidance and advice  1. **Communication**  * Interpret and communicate established processes and procedures to a range of audiences * Conveys complex information/advice to others and takes steps to ensure understanding embedding any new way of working. * Shares information, verbally and in writing, in a clear and concise manner. * Tailors communication to different audiences.  1. **Decision Making**  * Decision making guided by general instructions and practices requiring interpretation. * Automatically makes decisions on routine issues. * Takes accountability on decisions made and articulate when necessary how decisions have been reached * Follows departmental procedures and recommends changes to work-area processes. * Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures * Provides guidance in non-routine tasks. Ensures that others comply with established standards.  1. **Knowledge & Skill**  * Detailed knowledge and understanding of own work area and how it impacts wider operations within the Council. * Support and develop less experienced staff, providing an example with regard to quality of work * Keep up to date with issues relating to the work of the team and department * Proactively research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the directorate * Knowledge of the range of systems in use across the Council and being able to make a judgement as to the most suitable tool to use for the task. * Personal Health and Safety in the workplace  1. **Financial Management**  * Ensures financial processes are administered within Council policy  1. **Risk management**  * Understands the risks assocaited with the nature of the service you are supporting and identifies areas of concern, taking remedial action, escalating these appropriately and making appropriate records.  1. **Innovation and Flexibility**  * Ability to transfer skills to a range of service areas with specific support and knowledge available. * Ability to pick up variance in approaches within specific support and knowledge provided. * Ability to consider better ways of delivering support, communicating this as a proposed change * Ability to adapt to new work situations at short notice and assess the situation quickly to provide a high level of effective support immediately. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Attributes** | **Competency** | **Essential or Desirable** |
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| **Experience** | Experience of supporting projects and/or a workloads, achieving objectives to time and quality | Essential |
| Knowledge and understanding of a work area or specialised skill | Essential |
| Experience of supporting projects and processes within political and sensitive environments. | Essential |
| Experience of working flexibly across teams to implement change or delivery of key projects. | Essential |
| Experience of analysing data and information to inform solutions. | Essential |
| Experience of supervising or supporting teams to achieve their goals. | Essential |
| Experience of providing value for money and high quality services in a customer focused environment. | Essential |
| **Technical Skills** | Effective interpersonal skills working with colleagues to achieve positive outcomes. | Essential |
| Effective operational management, negotiating and influencing skills. | Essential |
| Experience of working in a local government, public sector or similar environment. | Essential |
| Effective organisational skills and knowledge of project management techniques. | Essential |
| Analytical skills with the ability to interpret information and identify inaccuracies. | Essential |
| Effective oral and written communication skills with a confident presentational style | Essential |
| **Qualifications** | Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate | Essential |
| Where appropriate, clean driving license |  |
| Certain roles require a professional qualification or specific experience– this is identified in the specific JD. | Essential |
| **Corporate Competencies and Behaviours** | Communicating effectively | Essential |
| Being customer focused | Essential |
| Effective team working | Essential |
| Personal organisation and effectiveness | Essential |
| Personal development | Essential |
| Working safely | Essential |
| Making the most of information and communications technology | Essential |
| **Additional Factors** | To meet Stockport Council’s standard of attendance | Essential |
| A willingness to be flexible in a changing environment. | Essential |
| Understands and actively supports Stockport Council’s diversity & Equality Policy. | Essential |

**ANNEX**

**CSS Officer Scale 6 (Generic)**

This Annex provided a brief overview of the range of activities that may be undertaken by this role within each function. It is not a comprehensive list of activities.

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| **Function** | **Activities** |
| Business Support | * Technical expertise and specialist knowledge regarding complex transactions * Accountability for delivery of high risk activity * Management responsibility for CSS Business Support Officers informing deployment * Operational support to the delivery of activity according to office manuals (procedures/practice) * On the ground business process re-engineering to ensure efficiencies * Oversees the production of invoices and payment of invoices received according to Council policy |
| Estate and Asset Management | * Marketing and promotion of venues to maximise income * Event planning, management, development and delivery * Account management * Oversee financial and administrative operations * Ensure safety of venue users during events in line with H&S requirements and departmental procedures * Risk assessments and Safe Systems of Work * Venue bookings * Oversee allocation of Support Officer resource to venues * Site supervision of allocated community venues * Report and monitor maintenance issues |
| Finance | * Work as part of a team delivering an effective, efficient, professional financial and risk advisory service to the Council. * Support nominated heads of service to manage and monitor their financial resources, forecasting complex budget scenarios and training budget holders to understand their financial position and to undertake less complex monitoring independently. * Conduct all work in accordance with generally accepted professional accounting standards. * Assist in ensuring that the Internal Audit Service adds value to the Council's operations and complies with the Public Sector Internal Audit Standards. * Carry out medium risk system and risk-based reviews of controls within a variety of financial and non-financial systems, audit of client functions, grant claims, contracts, value for money studies, financial irregularity and corruption investigations. * Assist in the reconciliation of the Council’s bank accounts to the to the ERP system. * Assist in ensuring the integrity of the financial accounts including income management and reconciliation of major financial systems to the ERP system. * Assist in the operation and management of the Council’s daily payments runs. * Assist in the Council’s compliance with the Construction Industry Scheme. * Provide advice and support on insurance matters to all Directorates, schools and affiliated companies. * Assist in arranging insurance cover for customers. * Ensure the Council’s Insurance claims are dealt with appropriately and the claims handling system is maintained accurately. |
| Information and Communication | * Offer technical expertise and advice on one of the following: * Application and Systems management. * ICT design, installation & procurement functions. * ICT support services. * ICT Infrastructure technologies, covering Servers, Virtual Servers, Storage Area Networks and Data Centre operations. * Network infrastructure including WIFI, telephony including VoIP and mobile convergent solutions, VMware and Cisco Call Manager. * Maintenance and support of desktop, mobile equipment, PC hardware, printers, and peripherals. * ICT security standards and legislation. * Data and information management. * Undertake system testing on new systems and integration with other systems in use throughout the Council. * High level support on the specialist curriculum and administration software, hardware and network functions for Stockport schools and education establishments. * Produce creative and original graphic designs for customers adhering to the Council’s corporate guidelines including technical specifications, estimating, contracting print and quality control. * Administer quality assurance processes and ensure these are applied to all business systems. * Interrogate and extract data from systems to resolve problems, inform development work and for the provision of reports. * Provide work place support and training on IT Business Systems. |
| Legal and Governance | * Work as part of the Function delivering an effective, efficient and professional legal service to the Council’s property portfolio. This will include Right to Buy, conveyancing and assisting with other property capital projects such as SEMMMS and other legal activity appropriate to the grade. * To service and provide advice at committee meetings and provide support to elected members as required. |
| People and Organisational Development | With some supervisory responsibilities and the requirement to delegate for more senior staff, these roles will require technical expertise and in-depth knowledge in at least one of the following specialisms:   * Recruitment, Resourcing and Service Transformation * Information, Advice and Guidance and Transactional Support * Technical Payroll and Pensions * Policy, Compliance and Employee Relations * Employee wellbeing, engagement and equalities * Workforce and Organisational Development * Business Transformation, Development and Quality Assurance   These staff will operate as our most experienced ‘team workers’, undertaking tasks outlined in the generic job description with highest degree of technical knowledge and complexity within one or more of the areas of work outlined below. Indicative tasks and activities likely to be undertaken by people deployed into these roles are likely to include a number of the following:   * Accurate payroll processing and achievement of all associated deadlines * Contribute to quality assurance and customer service standards, developing new processes and procedures where applicable. * Support less experienced staff to ensure that advice, guidance and information provided is accurate and timely * Deal with more complex cases and transactions in a designated area of responsibility |
| Policy, Performance and Reform | * To operate as ‘team workers’, undertaking defined tasks in the areas of: * Project coordination * Data analysis * Performance management * Policy support * Over time, to learn other comparable areas of work. |