

ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE	:	NEIGHBOURHOODS
SECTION	:	INFORMATION, CUSTOMES AND COMMUNITIES
LOCATION	:	NUMBER ONE RIVERSIDE, SMITH STREET, ROCHDALE (BASE)
Job Title	:	Business Support Manager / PA
Grade	:	Grade 6
Accountable to	:	Head of Corporate Policy
Accountable for	:	Business, case work and administrative support
Hours of Duty	:	37

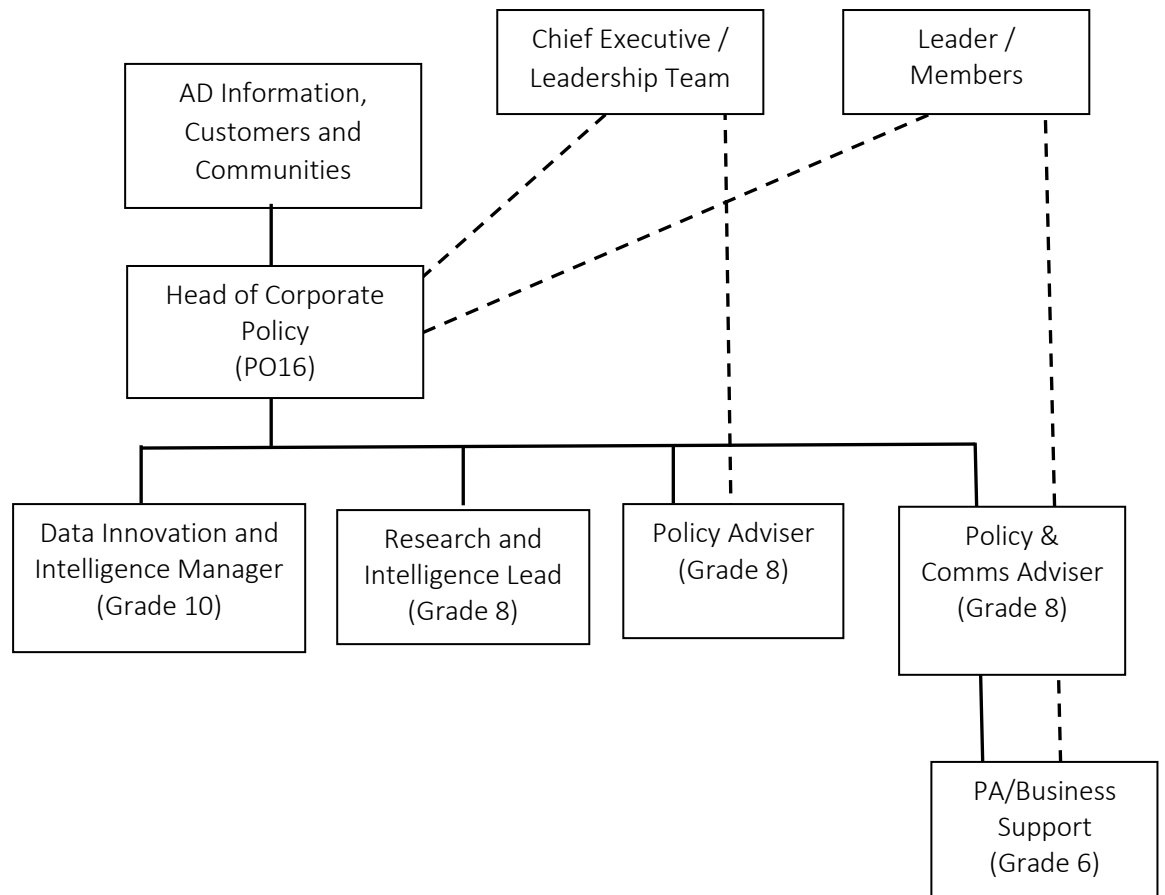
**Any Special Conditions
of Service**

The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by RBC.

This post is not Politically Restricted in accordance with the current regulations.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Organisational Structure - Tbc



PURPOSE AND OBJECTIVES OF THE JOB

To provide a highly proactive, professional and efficient administrative support service to the Leader of the Council to maximise his/her capacity including managing case work; diary appointments and dealing with all internal and external enquiries to the Leader by acting as a first point of reference to members of the public, elected members, partner organisations.

Control of Resources

Personnel

Responsible for the direction, support and motivation of self and staff allocated to post-holder or related projects

Financial

Responsible for working in accordance with the financial regulations and procedures of the authority

Responsible for that part of the service's resources which relate to the work of the post holder

Equipment/Materials

To be responsible for all materials and equipment from time to time issued to the post-holder or used by staff allocated to the post-holder

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework

Relationships (Internal and External)

Internal

Chief Executive

Head of Corporate Policy

Wider Leadership Team

Leader of the Council and his/her Cabinet

Leader's Policy Support Officer

All services within the Authority

Elected members

External

Members of the public

Representatives of partner organisations

Other key stakeholders and public bodies

Responsibilities

The post holder must:

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of customers is provided

Values and Behaviours

The post holder must:

(i) Approach the job at all times using the values set out in the 'Rochdale Way':

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

1. To provide an efficient and professional range of secretarial, administrative and business support to the Leader of the Council
2. Manage the day-to-day business and diary of the Leader of the Council, ensuring that he/she is well prepared for the start of each day
3. Organise the work of the Leader of the Council so that he/she can maximise capacity and operate in a professional and effective way
4. Liaise with members of the public, Elected Members; partner organisations and staff on behalf of the Leader of the Council
5. At all times deliver a courteous and knowledgeable point of contact for all visitors, enquiries and communications on behalf of the Leader of the Council, including screening of calls as appropriate
6. Manage all correspondence, including emails and requests for information on behalf of the Leader of the Council, prioritise and respond as appropriate and in accordance with agreed framework
7. Organise any meetings, conferences and events on behalf of The Leader including venues and manage all related administration as required
8. Support The Leader of the Council with general administration where necessary such as drafting agendas, circulating reports, chasing issues, preparing papers and minutes of meetings
9. Attend meetings as and when required to support the Leader of the Council with administration such as agendas, minutes

10. Assist The Leader of the Council with the procurement of goods and services
11. Manage the development and maintenance of appropriate information and record storage systems, including databases and spreadsheets
12. To provide cover and support in the absence of other PA's where this is required

Secondary Duties

1. To participate in Council programmes of in-service training as a trainee and when required as trainer/facilitator
2. To undertake such duties and responsibilities of an equivalent nature as may be determined from time to time by the service head (or nominated) representative in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative)

Job Description prepared by	<u>Caroline Wolfenden</u>	Date	<u>10th October 2016</u>
Agreed by Post holder	<u></u>	Date	<u></u>

**Rochdale Borough Council
Person Specification**

Service :	Neighbourhoods	Post:	Business Support Manager / PA
Section :	Information, Customers and Corporate Services	Post Number	
Job Ref:		Grade:	6

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application form I interview A Assessment
Filter Questions		
1 Do you have experience of providing a professional administration and business support service within a local authority or public service organisation?	E	AF and I
(a) Special working conditions		
2 Do you have a flexible approach to working and responding to the needs of the service including occasionally attending evening meetings when required?	E	AF and I
(b) Qualifications and Experience		
3 Do you have a good standard of education including Grade C GCSE (or equivalent) in Maths and English?	E	AF and check qualifications at interview
4 What is your experience of working effectively with elected members, senior managers, partners and other stakeholders?	E	AF and I
5 What is your experience of dealing with case work on behalf of elected members?	E	AF and I
6 What is your experience of working with minimal direction/supervision using own discretion and initiative?	E	AF and I
7 What is your experience of using a wide variety of	E	AF and I

	Microsoft and other IT applications to support you in your work such as Word, Outlook, Excel, Powerpoint?		
8	What is your experience of working in a high pressurised environment, managing and prioritising your workload and meeting deadlines?	E	AF and I
9	What is your experience of organising meetings, conferences and events?	E	AF and I
(c) Skills and knowledge			
10	What is your understanding of the role of local government and the role of elected members in supporting democracy in decision making?	E	AF and I
11	How would you deal with queries and complex and sensitive problems and issues, maintaining confidentiality and taking appropriate action to respond?	E	AF and I
12	Please demonstrate your excellent administrative skills including keyboard skills, diary management, taking minutes; processing documentation; ordering goods and services etc.	E	AF and I
13	What is your knowledge of developing and maintaining administrative procedures and systems and ability to extract information from manual and computerised systems?	E	AF and I
14	Please demonstrate your effective organisation and prioritisation skills	E	AF and I
15	What abilities do you have to organise meetings, conferences and events including liaising with people, booking venues, coordinating activities etc.?	E	AF and I
16	Please demonstrate your excellent verbal and written communication and presentation skills	E	AF and I
17	Please demonstrate your excellent customer service skills and has the ability to manage difficult and demanding people	E	AF and I
18	How would you contribute to effective team working?	E	AF and I
19	How would you act in a professional manner and promote a positive image of the Council?	E	AF and I
20	How do you demonstrate self-awareness and take responsibility for identifying your own development needs?	E	AF and I
(d) Behaviours and values			
21	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> • Valuing our people • Focusing on customers • Acting with integrity • Using time and money wisely • Working together • Always learning and improving <p>Please confirm you are willing to adhere to these values and behaviours</p>	E	AF and I

Armed Forces			
22	If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces	D	AF and I
23	If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6-24 months since you left the Armed Forces	D	AF and I