Role Title	Cabinet Support Assistant
Job Family	Resources Directorate
Competency Level	All Colleagues
Pay Range / Scale	SO1

Purpose

To provide confidential administrative support to Cabinet Members to ensure the effective management of their portfolios. Lead on a number of processes and system to ensure that Portfolio Lead Members are able to carry out their roles effectively and support improved outcomes for residents.

Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	**End Results/ Outcomes**
Effectively manage the time of Cabinet Members to support them effectively in their roles	Diaries of Cabinet Members are efficiently and effectively managed, in line with agreed working principles Cabinet Members are sufficiently prepared for meetings with agendas, papers and briefings Key meetings are arranged and supported (through agendas, paper collation, minutes, action tracking etc.) An inbox management process is agreed with the Cabinet Member, in line with the principles set out by the Leadership Office, to ensure effective gatekeeping, handling of information and prioritisation on behalf of the Cabinet Member
Handle sensitive and confidential information	Confidential data is securely stored and handled in accordance with agreed procedures and guidelines Documents and files are archived, stored and managed effectively
Contribute to the wider aims of	Work collaboratively with Executive Assistants and

the Leadership Office and directorates	Business Managers to collectively support their Directorate and the objectives of the Cabinet Member Develop shared working practices with the relevant Leadership Support Assistants to support strong working relationships between Cabinet Members and Strategic/ Corporate Directors
Maintain the reputation and professionalism of the department and individual Corporate Directors	Calls and enquiries are answered in a professional manner, screening callers on behalf of the Corporate Director where appropriate and channel them to appropriate officers Visitors are welcomed and feel comfortable The service provided to Cabinet Members is highly valued by them. Feedback is sought regularly and acted upon.

Nature of Contacts
Key contacts are internal and external customers/stakeholders Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed. Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context
Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Usually works within laid down procedures but needs to deal with day-today problems without always referring to others. Decisions will be made based on Council and legislative policies and procedures Responsible for meeting performance standards within a policy framework and regulatory guidelines. Occasionally the post will be expected to work from other locations
Key Facts and Figures

Resourcing
Budget Responsibilities:
Supervisory Responsibilities:
Knowledge, Skills and Experience
• Experience of complex inbox management and developing systems for prioritisation on behalf of senior leaders • Experience of working with senior officers, ideally in a political environment • Excellent organisational skills with experience of organising meetings and events with internal or external stakeholders • Excellent verbal and written communication skills • Ability to use IT systems and O365 packages to produce work of a high quality • Ability to work independently and take initiative, as well as work effectively as part of a team to deliver strategic objective • Ability to work confidentially and deal with sensitive information • Be adaptable and resilient in order to respond to changing work priorities in a fast paced environment
Indicative Qualifications Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent. Relevant professional qualification
The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.