

Job Description

Job Title	Leader and Cabinet Support Office Manager
Directorate	Law & Governance
Service Area	Democratic Services (Member Services)
Grade	9
Competency Level	2
Salary	£51,356 - £56,673
Job Type	Office Based
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A10526
Politically Restricted	This post is designated as a politically restricted post under the Local Government and Housing Act 1989.
Classification	Sensitive

Job Purpose

To lead and manage the office responsible for the planning, prioritisation and quality of advisory, operational, communications, engagement and executive support provided to the political leadership.

The postholder will set and oversee office priorities, forward planning, stakeholder engagement, communications, horizon scanning and briefing arrangements, exercising judgement in a politically sensitive environment and ensuring that political leadership is supported by timely intelligence, coordinated activity and effective decision-making.

The role will act as the central point of coordination and escalation for the political leadership, translating political priorities into clear requirements for relevant services. The postholder will hold oversight of priorities, actions, briefings and communications; challenge delay or insufficient progress; and escalate significant risks or barriers through the appropriate senior officer channels in support of the Council's priorities and objectives.

This is a politically restricted post as set out in the main provisions of Part 1 of the Local Government and Housing Act 1989 (section 2) (as amended). The law aims to ensure the political impartiality of local government staff who hold posts involving duties of a politically sensitive nature.

Directly Responsible For:

The post holder will be responsible for line managing up to six officers

Directly Responsible To:

Head of Democratic Services

Main Areas of Responsibility:

- Lead and manage the office supporting the political leadership, including staff, work allocation, performance, office systems and resources. Determine operational priorities, standards and deployment of available resources, resolving competing demands and ensuring a coordinated, responsive and

politically aware advisory, operational, administrative, communications and engagement service for the political leadership

- Provide high-quality, confidential and politically sensitive support in a fast-paced environment, exercising sound judgement and ensuring the Council is represented professionally at all times
- Lead forward planning arrangements, directing and coordinating diaries, briefings, meetings, visits, events and decision-making requirements so that priorities and competing demands are managed effectively
- Undertake horizon scanning and ensure the political leadership are briefed on emerging local, regional and national policy developments, stakeholder matters, risks and opportunities affecting Council priorities
- Lead the preparation, coordination and quality assurance of accurate, timely and politically aware briefings, reports, presentations and research for the political leadership and senior officers, taking professional responsibility for the quality, balance and reliability of material produced or commissioned by the office
- Filter, assess and prioritise urgent, sensitive, high-profile or strategic information; determine the appropriate route for handling it; and coordinate advice, responses and follow-up action. Escalate matters presenting significant political, reputational, governance or service-delivery risk through the appropriate senior channels
- Monitor and coordinate progress against priorities, commitments, requests and actions arising from the work of the political leadership, ensuring effective communication, reporting, follow-up and escalation through appropriate officer channels
- Act as a bridge between political and officer leadership, Democratic Services and relevant services, interpreting priorities, coordinating organisational responses and using constructive challenge and influence to support effective governance, communication and delivery of agreed priorities
- Represent the political leadership, where authorised, in developing and maintaining effective relationships with elected Members, senior officers,

partner organisations, MPs, government bodies, Core Cities, the Local Government Association and other regional and national stakeholders. Use these relationships to advance agreed priorities, obtain intelligence and resolve issues affecting the Council

- Coordinate communications and stakeholder engagement, including liaison with communications colleagues on media, public messaging, strategic communications and key issues
- Oversee Councillor enquiries and relevant casework systems, ensuring timely, accurate and professional responses and identifying trends or emerging issues requiring escalation
- Maintain effective information, records, intelligence and office processes to support statutory and procedural compliance, continuity, resilience and service delivery. Identify and implement improvements to systems, workflows and standards, and attend committees, working parties, panels, functions, meetings and events outside normal working hours or at weekends where required

Supervision and Management Responsibility:

- Lead, manage and develop the team, creating a high-performing, responsive and politically aware support function capable of delivering high-quality services within a demanding and fast-paced environment
- Provide strategic direction, leadership and oversight ensuring a coordinated approach to office priorities, stakeholder management, communications, briefings and executive support activities
- Foster a culture of accountability, collaboration, continuous improvement and customer focus, ensuring the office operates as a cohesive and high-performing team. Undertake recruitment, induction, supervision, appraisal, one-to-one meetings and workforce development in line with Council policies and procedures

- Set performance expectations, monitor delivery, address performance or behavioural issues promptly and take action to achieve results on time and within budget
- Authorise and monitor leave, flexible working and sickness absence, ensuring appropriate cover and continuity of service during standard office hours and for out-of-hours meetings or events where required
- Identify development needs and support continuous improvement in individual, team and service performance
- Promote the City Council's core values, equal opportunities, non-discriminatory practice and continuous improvement in service quality and efficiency
- Ensure team activity complies with statutory requirements, Standing Orders, Financial Regulations, health and safety legislation, codes of practice and relevant Council procedures

Physical Demands of the Job:

- None

Corporate Responsibility:

- Contributing to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test,

Qualification and training

Essential

- 5 GCSEs/Level 4 in administration or equivalent (A/I)

Desirable

- Advanced IT skills with competent knowledge and experience using Microsoft Office including Outlook, PowerPoint and Teams
- Qualification in ICT including use of Microsoft software applications
- Management Qualification, Level 4 or equivalent

Experience

Essential

- Knowledge of local and central government, including the political, governance and policy context in which local authorities operate (A/I)
- Experience of working directly with elected Members, senior political and executive leadership and senior officers in a high-profile, politically sensitive environment, demonstrating discretion, sound judgement and political impartiality (A/I/P)

- Experience of representing and supporting senior political leadership in relationships with external partners, government bodies and regional or national stakeholders, including obtaining intelligence and resolving sensitive issues (I)
- Experience of leading a busy, high-profile office or executive support function, with accountability for service standards, resource deployment, operational resilience and continuous improvement in a fast-paced environment (A/I/P)
- Experience of undertaking research, analysing policy and consultation material and producing accurate, balanced reports, consultation responses and senior-level briefing notes to tight deadlines (I)
- Experience of horizon scanning, forward planning and identifying emerging issues, risks or opportunities relevant to organisational priorities (A/I)
- Experience of leading the resolution of urgent, sensitive or complex issues under pressure, including assessing risk, identifying options, determining or recommending action and meeting fixed deadlines (A/I)
- Experience of leading the coordination and delivery of complex priorities, stakeholder relationships and strategic actions on behalf of senior leadership, including monitoring progress, managing competing demands, challenging delay and escalating significant barriers (A/I)
- Experience of establishing systems, workflows and reporting arrangements to track commitments, actions, risks and outcomes and support continuous improvement (I)

Desirable

- Performance and project management at a senior level, including planning, implementation, monitoring and review of corporate initiatives
- Knowledge of working within the Liverpool City Region Combined Authority area
- Experience of working with a case management system

Skills/Abilities

Essential

- Strong political awareness and sound judgement, with the ability to assess sensitive situations, identify political, reputational and governance risks, exercise discretion and determine an appropriate course of action in a senior leadership environment, assessed through application, interview and a scenario-based exercise (A/I/P)
- Ability to lead, develop, organise, empower and motivate staff, build effective teams, set clear standards, manage performance and deploy resources effectively in a busy and high-pressure environment, assessed through application and interview (A/I)
- Highly developed stakeholder management, negotiation and influencing skills, with the ability to build credibility and positive working relationships with Members, chief officers, senior managers, external partners and the public, and to challenge and coordinate activity across organisational boundaries in support of agreed priorities (I)
- Excellent written, oral and presentation skills, including the ability to produce clear, accurate, balanced and politically aware briefings, reports and correspondence for senior decision-makers, assessed through interview, presentation and a timed written exercise (I/P)
- Ability to assess and prioritise competing demands, manage urgent and sensitive issues, allocate available resources and maintain high-quality service delivery at pace, assessed through interview and a prioritisation exercise (I)
- Strong organisational and quality-assurance skills, including forward planning, coordination of complex diaries and workflows, identification of dependencies and maintenance of reliable briefing and decision-making arrangements, assessed through application, interview and exercise (A/I)

- Ability to analyse and synthesise complex information, identify key issues and present clear options, risks, recommendations and briefing material to support effective decision-making by senior leaders (I/P)
- Ability to maintain confidentiality and manage sensitive information and data in line with legislation, procedure and professional standards (I)
- Ability to work collaboratively and responsively with senior leaders, anticipating requirements and ensuring that agreed priorities, actions and decisions are progressed effectively (I)

Desirable

- Undertaking a proactive role by developing effective communication with the press and media
- Being familiar with project management and forward planning tools

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I/P)
- A commitment to providing a high-quality customer service and ensuring service standards are met (I/P)
- Commitment to and understanding of equal opportunities (I)
- Ability to work flexible hours and attend evening meetings and or weekend meetings (I)
- Commitment to continuous professional development (I)

Desirable

- Full clean driving licence and access to a vehicle, or ability to demonstrate effective travel to various locations within the city region