

Job Description

Job Title	Office Manager
Directorate	Adult Social Care and Health
Service Area	Executive Office
Grade	6
Competency Level	1
Salary	£36,581 - £41,177
Job Type	Hybrid
Location	Cunard Buildings
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

To provide a high quality and efficient executive support service to the Deputy Chief Executive/Corporate Director of Adult Care and Health.

Directly Responsible For:

Management and support of the Personal Assistants, Apprentice and Business Support for the Adult Social Care and Health Directorate Management Team.



Directly Responsible To:

Deputy Chief Executive/Corporate Director of Adult Care and Health

Main Areas of Responsibility:

To provide a comprehensive, high quality, executive support to the Deputy Chief Executive/Corporate Director and Directors within the service including:

- Effective, proactive diary management, including ensuring detailed preparation and support required for appointments, meetings and events
- To ensure the effective management of Senior Officers' emails by assisting in the prioritisation and organisation of incoming mail in accordance with best practice
- Management of Personal Assistants / Apprentice and Business Support functions supporting the Directorate Management team and to provide guidance on the day-to-day role, allocation of duties and priorities
- To be accountable for the recruitment, training and development of staff, and manage attendance, and all other personnel matters related to the staff that they supervise
- To coordinate work activities in support of the Corporate Director and Directors' priorities, taking a long-term planning approach, working with a range of stakeholders and partners
- To exercise independent judgement and initiative in relation to managing your own workload, to resolve problems as they arise and be able to identify and delegate matters of urgency to appropriate employees, including senior officers
- Act as an ambassador for the Council by demonstrating the Council's values at all times and providing excellent customer service to all those contacting them either in person, by telephone or other means

- Drafting/preparation of emails, letters, reports and documents using own initiative and demonstrating awareness of corporate priorities and local current affairs
- Using the functionality associated with Microsoft Office suite (Word, Excel, Teams, PowerPoint and Outlook) and assisting with the preparation of Directorate/ corporate information using tools such as Mod.gov.
- Designing and drafting presentations providing a professional, modern approach to communication
- To coordinate, compile and distribute meeting agendas and supporting papers and ensure that action notes/ key tasks are managed proactively and effectively progress chased
- To manage the requisition of goods, services, travel or accommodation arrangements for the Deputy Chief Executive/Corporate Director of Adult Care and Health using the corporate software solution and handle all enquiries relating to the management of orders and processing of invoices
- To respond to and answer public and internal enquiries, including FOI/ SAR requests, which could involve dealing with telephone calls, emails and correspondence, in a professional and co-ordinated manner by applying appropriate procedures and using relevant systems
- To arrange and service online and onsite meetings involving the Directorate Management Team/Cabinet Member Briefings, including organisation, agenda production, room bookings, action/tasks management ensuring smooth all round processes
- To work as part of the management team to develop a high-quality service and communication network to internal and external customers, including Directorate Management Team, elected members and partner agencies
- To liaise with officers, elected members and partners in support of the duties of the general workload

- To assist other team members as required, in the provision of a professional reception and hospitality service
- To deal with incoming and outgoing mail – collection and delivery, including scanning and filing of correspondence as appropriate
- To design, rationalise, implement, review and improve administrative systems to ensure high quality services and to make best use of technology, and develop procedures to increase automation and the efficiency and effectiveness of the service
- To meet agreed targets and deadlines and undertake professional development as and when appropriate
- To develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and 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

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

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post is office based, it will involve sitting for long periods of time and use of PC/keyboard

Corporate Responsibility:

- Contribute 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 City 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 1.

[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.

Person Specification

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

Qualification and training

Essential

- NVQ Level 4 or equivalent or equivalent experience (A/I)

Experience

Essential

- Experience of providing a comprehensive executive support function, including diary management, managing emails and correspondence, and coordinating actions, directly to senior leaders within a public or private sector setting (A/I)
- Experience of working in a pressured, time sensitive environment whilst displaying attention to detail in all activities (A/I)
- Experience of engaging proactively with public and private sector partners in support of the work of the Corporate Director (A/I)
- Engaging with and supporting the priorities of elected Members including Cabinet through projects, arranging briefings or handling enquiries (A/I)
- Experience of dealing with orders and invoices (A/I)

- Experience of proactively identifying and implementing relevant follow up actions that span across the organisation on behalf of senior leaders (A/I)

Desirable

- Experience of note and minute taking and producing effective reports, agendas, PowerPoint presentations and other correspondence
- Organising large and/or complex meetings and events requiring long term planning and preparation

Skills/Abilities

Essential

- Diary management skills with the ability to problem solve and develop solutions with minimal supervision (A/I)
- Excellent organisational skills – ability to set up/improve administrative services and prioritise conflicting demands, using technology to maximise performance (A/I)
- Good written and verbal communication skills (A/I)
- High standards of numeracy and literacy (A/I)
- Attention to detail and accuracy in respect of interpreting information and handling logistics (A/I)
- Ability to work under pressure in a challenging environment using initiative, to prioritise workload and meet strict deadlines (A/I)
- Thorough knowledge of standard office products (email, spreadsheets, powerpoint, MS Teams for meetings and file sharing, use of third party software (A/I)
- An understanding of, and the ability to maintain, the demands in relation to confidentiality (A/I)

- Ability to deal with requests for information and to deal with/resolve complaints or enquiries (A/I)

Desirable

- Good time management and organisational skills
- Able to maintain and use records and files and statistical information
- Ability to deal with difficult or challenging situations and identifying solutions

Commitment

Essential

- Commitment to equality of opportunity in the workplace and provision of services (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Proactive attitude with an understanding that a flexible approach will be required to ensure business needs are met (A)

Desirable

- Commitment to creating an attendance culture in line with the City Council's stated policy on attendance
- Commitment to providing a service that is considerate to all users