

Job Description

Job Title	Member Support Officer
Directorate	City Law and Governance
Service Area	Member Support Service
Grade	5
Competency Level	1
Salary	£28,770 - £ 33,024
Job Type	Hybrid
Location	Cunard Building, Brunswick Street, Liverpool, L3 1AH
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A8761

Job Purpose

To provide flexible, high-quality support services to the Leader, Cabinet and all Members of the Council, to enable the corporate core of the City Council to function effectively.

You will need to support comprehensive, high level and confidential services in a fast—paced environment, ensuring that the organisation is represented in a professional manner.

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:

Not applicable

Directly Responsible To:

Head of Ruling Group Office or Principal Democratic Services Officer (as applicable)

Main Areas of Responsibility:

- To support the Leader, Cabinet and all Members of the Council in the organisation of their work and have a good in depth knowledge and experience of dealing directly with Councillors on a one to one basis.
- To provide and maintain a professional and high quality secretarial, administrative and clerical support to members.
- To pursue enquiries on behalf of the Leader, Cabinet and all Members of the Council and to carry out follow-up action as directed.
- To liaise with the Leader, Cabinet and all Members of the Council, Council staff and the public on a daily basis to exchange information around issues or projects.
- To manage case work on behalf of Members
- To liaise with staff across the City Council and with other organisations and stakeholders including members of the public

- to manage a wide range of matters often of a sensitive nature.
- To undertake research and prepare briefing notes for meetings as required.
- To work flexibly by providing cover for all other staff in the service, ensuring standard office hours are covered and covering occasional evening and weekend meetings as required.
- To participate in all aspects of training and development as directed, and use all relevant learning opportunities to improve personal skills so as to improve effectiveness and efficiency of service delivery
- To organise and plan workload, diary and service commitments ensuring deadlines are achieved and that the flow of work is prioritised to deliver targets and objectives.
- To ensure all protocols, audit requirements, standing orders and systems are adhered to and service information recorded on appropriate ICT systems within agreed timescales.
- To work within a Performance Management Framework and to aspire towards the objective and targets set out in individual performance plans.
- To maintain confidentiality of information at all times, in accordance with the information governance requirements including the principles of Freedom of Information Act and Data Protection Act.
- To provide such other assistance as deemed necessary to ensure the provision of flexible and effective member support services and carry out any other tasks reasonably required of the post holder commensurate with the grade and role.
- To ensure compliance with the Council's policies on diversity, equal opportunities and health and safety, and to promote non-discriminatory practices in all aspects of work undertaken.
- To filter information to ensure that vital issues are highlighted in a timely manner and proactively facilitate and encourage members to use of the member casework system.

- To promote good governance practices and the highest standards of ethical conduct of Members and Officers across the Council.

Supervision and Management Responsibility:

- Not supervision or line manager responsibility.

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 a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs.

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.
- Developing the Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- Ensuring that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the 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,

Qualification and training

Essential

- 5 GCSE's/NVQ Level 3 in administration or equivalent (A/I)
- Advanced IT skills with competent knowledge and experience using Microsoft Office including Outlook, PowerPoint and Teams (A/I)
- A commitment to undertake ongoing training (A/I)

Desirable

- Qualification in ICT including use of Microsoft software applications

Experience

Essential

- Extensive experience of email and diary management as well as prioritising multiple responsibilities to a deadline (A/I)
- Ability to work autonomously and deliver to challenging deadlines (A/I)
- Ability to maintain confidentiality and manage sensitive information and data in line with legislation and procedure (A/I)
- Ability to analyse and solve complex and conflicting priorities (A/I)
- A professional and assertive manner with a high level of interpersonal and influencing skills (A/I)

- Ability to work with partners and colleagues and to constructively challenge where appropriate to do so (A/I)
- Ability to operate within a fast paced environment and demonstrate resilience, confidence and integrity (A/I)
- Excellent communication and customer care skills (A/I)
- Ability to work flexibly to meet the needs of the organisation (A/I)
- High level of planning and organisational skills (A/I)

Desirable

- Experience of producing work of a high standard and working to tight deadlines
- Understanding of the workings of local government
- Experience of working with a case management system

Skills/Abilities

Essential

- Strong level of digital literacy, including office software suites and flexible ways of working (e.g. video conferencing, remote working) (A/I)
- Ability to plan and organise work to produce a high level of output to quality standards, with an interest in getting involved in longer term developments of the service (A/I)
- Excellent written and oral communication, negotiating and influencing skills (A/I)
- Understanding of fairness and equality of opportunity at work and in service delivery (A/I)
- Ability to maintain confidentiality and manage sensitive information and data in line with legislation and procedure (A/I)

- Experience of working in a political environment (A/I)
- Excellent communication and customer care skills (A/I)
- Excellent IT skills (A/I)
- The ability to work as part of any project team to deliver organisational requirements (A/I)

Desirable

- Good problem solving and analytical skills
- Ability to communicate and liaise efficiently at all levels within the Council
- Ability to deal with distressed and/or aggressive customers in a sensitive and professional manner
- Ability to deal with potential conflict but deliver positive outcomes

Commitment

Essential

- Commitment to providing a high quality customer service and ensuring service standards are met (A/I)
- Commitment to and understanding of equal opportunities (A/I)
- Ability to work flexible hours and attend occasional evening and weekend meetings (A/I)
- Commitment to continuous professional development (I)
- An understanding of and a personal commitment to delivering a high quality Member Support Service and ensuring that service standards are met (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Full clean driving licence and access to a vehicle or can demonstrate the ability to travel to various locations within the city region