

Job Description

Job Title	Principal Ruling Group Support Officer
Directorate	City Law and Governance
Service Area	Democratic Services
Grade	9
Competency Level	2
Salary	£51,356 – £56,673
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A8842

Job Purpose

To manage member support services for the Leader, Cabinet and members of the ruling political group to enable the corporate core of the City Council to function effectively.

You will need to provide a comprehensive, high level and confidential support 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:

The post holder will be responsible for up to six officers

Directly Responsible To:

Head of Democratic Services

Main Areas of Responsibility:

- Providing a wide range of administrative functions to ensure the efficient and effective operation of support services to the Leader, Cabinet and all Members of the ruling political group, including day to day line management of staff, determination of work programmes and provision of administrative support
- Undertaking work at a high level of autonomy, responsibility and confidentiality and to work under own initiative
- Attending committees, working parties, panels and functions (including out of normal working hours and weekends if necessary)
- Being proactive in initiating follow up action necessary to support functioning of the office
- Working in collaboration and in partnership across the City Region with all key partners including the Liverpool Combined Authority, Core Cities, the Local Government Association and other networks
- Initiating such action as required, in response to complex or urgent situations arising on behalf of the Leader, Cabinet and ruling political group

- Undertaking, as required, research projects, gathering and analysing complex information, presenting findings to the Leader, Cabinet and ruling political group as required via reports, briefings and group presentations
- Carrying out research and prepare briefing papers on Local Government including issues under consideration by the Local Government Association
- Informing and advising on local and national developments, events and contentious issues relating to the objectives of the Leader, Cabinet and ruling political group
- Being aware of issues and developments affecting the City Council and provide appropriate briefings to the Leader, Cabinet, the ruling political group and Senior Officers as required, as well as horizon scanning of the national and local government landscape
- Developing and promoting project management and forward planning activities to promote the effective functioning of the member support service
- Developing and maintaining good working relationships with local and regional politicians, MPs, regional and central government departments and, when appropriate, liaise with them on behalf of the Leader, Cabinet and the ruling political group
- Developing and maintaining systems to ensure that appropriate information is available and easily accessed by the Leader, Cabinet and administration ruling political group
- Enabling effective and appropriate communications between the Leader, Cabinet and administration (ruling group), with Corporate Directors and various business units within the Council
- Undertaking a proactive role by developing effective communication with the press and media
- Performance managing the team, performance management of Councillor enquires through the Civica I-casework and my ward system to support all Members of the Council in their community leadership roles

- Filtering information to ensure that vital issues are highlighted in a timely manner and encourage the use of the member casework system
- Having advanced IT skills with competent knowledge and experience of using Microsoft Office (including Microsoft Teams)
- The ability to work with tact and diplomacy in a confidential environment and to manage sensitive information and data in line with legislation and procedure
- Experience of working in a political environment
- Excellent communication and customer care skills

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Recruiting, appraising and developing staff
- Setting performance targets, monitoring performance and taking action to achieve results on time and within budget
- Authorising and monitoring leave/flexible working
- Managing performance and behavioural issues effectively
- Dealing with recruitment, appraisals, holding 'Keep in Touch' meetings and developing staff. Setting performance targets, monitoring performance, taking action to achieve results on time and within budgets. Identifying development needs and providing necessary support
- Promoting the City Council's core values and continued improvement in service quality and efficiency
- Undertaking a regular review of sickness absence levels, ensure effective and timely action is taken to reduce sickness absenteeism in accordance with City Council procedures

- Operating flexibly in respect of cover for all other staff in the Team, to ensure service standard office hours are provided, and assist with the servicing of out of hours meetings and events
- Taking effective and timely action as required in accordance with the City Council's disciplinary and grievance procedures
- Participating in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills so as to improve effectiveness and efficiency of service delivery
- Developing 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 and 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

Budget and Financial Responsibility:

- Being fully accountable for managing the City Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies

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:

- The position will involve sitting at a desk and using display screen equipment for prolonged periods of time

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 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: **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.

Person Specification

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

Qualification and training

Essential

- 5 GCSEs/NVQ Level 4 in administration or equivalent (A/I)
- Advanced IT skills with competent knowledge and experience using Microsoft Office including Outlook, PowerPoint and Teams (A/I)
- Ability to demonstrate a similar level of knowledge, skills and experience, relevant to the job requirement and commensurate with the responsibilities of the job (A/I)
- Managerial experience of running a busy office (A/I)

Desirable

- Qualification in ICT including use of Microsoft software applications
- Management Qualification, Level 4 or equivalent

Experience

Essential

- Knowledge of local/central government (I)
- Experience and skills of working in a high-profile political environment (A, P)
- Experience of working directly with Councillors (I)
- Experience in Committee Administration, Member Policy Support or related areas that demonstrate a high level of applicable knowledge (A, I)



- Problem solving and developing policy advice (I)
- Experience of working at a strategic level (I/P)
- Experience of supporting a Leader or other Executive role (A, I)
- Experience of research, policy production, drafting consultation responses, drafting reports, preparing briefing notes to tight deadlines (I)
- Significant evidence of effectively managing and supervising staff, including the application of appropriate performance measures (A/I)
- Experience of operating effectively in a highly pressurised environment, providing evidence of meeting targets and working to agreed objectives (I)
- Experience in local and/or central government (A, I)

Desirable

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

Skills/Abilities

Essential

- Awareness of sensitivity and political issues (A, I)
- Ability to lead, develop, organise, empower and motivate staff (I)
- Ability to build effective teams and relationships (I)
- Ability to build and maintain good working relationships with Members, chief officers, senior managers, external organisations and the public (A, I)
- Highly developed oral, written and presentation skills (I)
- Articulate and confident with a high level of negotiating and influencing skills (I)

- High level of organisational and delegation skills (I)
- Ability to undertake research activities, gather information, analyse and present findings (A, I)
- Ability to analyse information and think creatively to develop advice on solutions to problems (I)
- Understanding of and ability to maintain confidentiality (I)
- Ability to work to strict deadlines (I)
- Ability to assess risk and escalate matters in line with Corporate requirements (A, 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 (A/I)
- Commitment to continuous professional development (I)

Desirable

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