

Job description and employee specification template

Job title:	Corporate Support Officer	Location:	Coleford or Cirencester
Reports to:	Corporate Support Manager	Working hours:	22 hours per week
Job number:	TBC	Salary range:	Up to £25,000 pro rata
Supervises:	Not applicable		
Purpose:	Publica is looking for a Corporate Support Officer to be part of our busy team. You'll provide support for policy development, performance management, risk management, customer feedback, consultation, equalities, emergency planning and business continuity. We want to deliver visibly better services so if you are enthusiastic, organised, detail conscious, able to work under pressure and willing to work flexibly then this rewarding position could be for you.		
Key responsibilities:	<ul style="list-style-type: none"> • Provide support for the Performance Management process so that the council make informed decisions based on reliable and timely data • Respond to and monitor Customer Feedback so that the Council can make improvements based upon customer needs • To develop, implement, organise and promote programmes, initiatives, and activities that support and raise awareness of equality and diversity within service delivery across the council • Provide support to managers undertaking corporate consultation including survey design, analysis of results and presentation of findings • Provide support to the Emergency Management and business continuity service to improve corporate and community resilience • Contribute to the design and implementation of an effective risk management process for the organisation so that risks are identified and as far as possible controlled or mitigated <p>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.</p> <p>General Accountabilities</p> <ul style="list-style-type: none"> • Working to add value to, and be a valued member of the team, and to be valued by customers • The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information; 		

<p>Essential requirements, qualifications, skills and abilities:</p>	<p>Qualifications</p> <ul style="list-style-type: none"> • A level NVQ3, or BTEC Relevant professional qualification (Office/ Admin e.g. CLAIT) (relevant experience can be considered as an alternative) <p>Experience</p> <ul style="list-style-type: none"> • Substantial experience in an office environment / similar or related role <p>Skills</p> <ul style="list-style-type: none"> • Good level of IT skills and aptitude to learn bespoke packages • Communicates effectively at all levels (excellent verbal and written skills) • Ability to build effective working relationships • Is customer focussed and responsive to customers • Is proactive/self-motivated and enthusiastic • Prioritises workload, able to work under pressure and meet tight deadlines • Detail conscious and accurate • Politically sensitive and aware • Ability to research complex topics and to interpret and present findings in a clear and informative way • Excellent numeracy skills and able to maintain financial records • Ability to persuade and negotiate to get tasks completed • Ability to demonstrate creativity and innovation in dealing with challenging issues • Ability to liaise effectively with a wide range of external organisations and represent the local authority at external meetings 	
<p>Desirable requirements qualifications, skills and abilities:</p>	<ul style="list-style-type: none"> • Understanding of the issues affecting Local Government and or experience or working in Local Government • Experience of developing and implementing new practices from legislation, research or consultation • Knowledge of corporate and service planning processes, risk management and performance management frameworks • Experience of working in a policy or research environment • Experience of maintaining financial records/minute taking • Knowledge of Equalities Legislation and undertaking equalities impact assessments • Ability and confidence to provide training/briefing sessions 	
<p>Special conditions:</p>	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group Limited and/or client locations to meet the needs of the business • Will need to attend meetings/events outside of office hours as required • Expected to work reasonable additional hours in line with the needs of the service • You will need use of a car for work purposes 	
<p>Date of Issue:</p>	<p>28/01/2019</p>	
<p>Date reviewed:</p>		
<p>Reviewed by</p>	<p>Name: Karen Rushworth</p>	<p>Job title: Corporate Support Manager</p>