



## Job Description

Service:	Corporate Support team
Job title:	Corporate Support Officer
Grade:	D
Hours of work:	37
Responsible to:	Senior Corporate Support Officer
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

### **Purpose of Post:**

To provide support to the senior team within the Council as a member of the Corporate Support team, under the direction of the Senior Corporate Support Officer but also working independently and taking ownership of specific projects as required.

## Key Deliverables:

- The Corporate Support team provides PA and admin support to senior team members including, but not exclusively, to the CEO, Corporate Director (Place), Corporate Director (Communities), Corporate Director (Finance and Resources), and the Executive Leader of the Council: managing diaries and organising meetings, conducting research, assisting in the preparation of complex and sensitive documents, preparing agendas and taking minutes at meetings, managing Outlook inboxes and bringing urgent matters to the attention of the Directors as appropriate. As a valued member of the Corporate Support team, under the guidance of the Corporate Support manager, also providing support to other senior leaders and the wider senior team as required.
- Proactively managing queries and resolving where possible.
- Contributing to projects being undertaken across the Council and project supporting corporate events and conferences as required and working with service teams.
- Contributing to the delivery of corporate initiatives including the creation of presentations and surveys using the Microsoft Office suite of products.
- Acting as an ambassador to the Council and the senior team, greeting internal and external guests and providing hospitality and assistance.
- Collecting, collating and manipulating a wide variety of information to generate reports, letters and other documents.
- Taking ownership for the papers and organisation of various meetings, managing forward agendas and action tracking, etc.
- Liaising with other bodies on behalf of the senior leaders with regard to background information for meetings and events.
- Undertaking research to support specific project work and creating high quality, accurate documents.
- Assisting with or managing the overall collation and distribution of documents and papers for meetings to ensure that meeting attendees have access to the correct paperwork.
- Admin support with regard to raising Purchase Orders, processing expenses, booking accommodation and transport etc.

- Handling sensitive information and original paperwork in accordance to agreed procedures and guidelines, always maintaining confidentiality.
- Deputising for the Senior Corporate Support Officers when required and supporting the CEO when asked, as well as supporting the Corporate Support Manager in BAU activity. Using initiative and creativity to continuously find and implement better and more efficient ways of doing things, taking pride in being an active and valued contributor to a high performing team that provides excellent service.
- Undertaking any other work appropriate to the level and nature of the post.

The above is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable to respond to other duties that may be required from time to time and the changes and developments within HDC.

Essential	Desirable
<b>Knowledge and Qualifications</b> <ul style="list-style-type: none"> <li>• 5 GCSE's or equivalent. A-C (incl. English and Maths)</li> <li>• 2 or more A levels or NVQ level 4 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Administration or management qualification</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>• Minimum of 2 years' PA/admin or transferable experience</li> <li>• Strong customer focus</li> <li>• Prioritising/managing conflicting demands</li> </ul>	<ul style="list-style-type: none"> <li>• Service delivery in a public sector organisation</li> </ul>
<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>• Advanced keyboard skills</li> <li>• Strong literacy and numerical skills</li> <li>• Ability to communicate through IT using (Windows) Microsoft products</li> <li>• Correspondence writing skills</li> <li>• Time management and prioritisation</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Council procedures</li> </ul>

<ul style="list-style-type: none"> <li>• Minute taking</li> <li>• Problem solving and research skills</li> <li>• Excellent interpersonal skills, displaying tact and discretion</li> <li>• Understands how to play their part within a team as well as make independent decisions where necessary</li> <li>• Adaptable and flexible</li> </ul>	
<p><b>Decision Making and Impact on Others</b></p> <ul style="list-style-type: none"> <li>• Generates new ideas and creative solutions</li> <li>• Is not afraid to suggest new ways to do things. Makes and communicates clear decisions</li> <li>• Makes effective decisions under time pressure</li> <li>• Incorporates a range of views when making their decisions</li> </ul>	
<p><b>Communication with Internal and External Customers</b></p> <ul style="list-style-type: none"> <li>• Develops and maintains productive relationships with internal and external customers</li> <li>• Seeks to understand the underlying need when being assigned work and displays curiosity</li> <li>• Delivers what they have agreed with the customer</li> <li>• Takes action to exceed customer expectations</li> <li>• Able to manage stakeholders and be a go to point of contact</li> </ul>	
<p><b>Personal Attributes and Other Requirements</b></p> <ul style="list-style-type: none"> <li>• Is prepared to adapt their approach to overcome obstacles</li> <li>• Responds constructively to a change in agenda or priorities</li> <li>• Re-prioritises appropriately when faced with a change in requirements</li> </ul>	

<ul style="list-style-type: none"> <li>• Ensures the effective and efficient use of time and resources</li> <li>• Able to schedule tasks to ensure deadlines are met</li> <li>• Ability to deal with a wide variety of people and to deliver activity through others</li> <li>• Ability to work on own initiative as well as contribute within a team</li> <li>• Observes strict confidentiality</li> </ul>	
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

**Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.