

Job Description and Person Specification



Job Description

Job Title	Professional Support Officer (Regulatory Services)
Grade	Grade 5
Service	Regulatory Services
Reports to	Service Manager
Location	Friargate
Job Evaluation Code	A5575



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

1. To provide high level executive support to the Strategic Lead of Regulation, Strategic Manager of Regulation and Team Managers, exercising judgement and independence.
2. To take a flexible approach to managing activities with competing deadlines.
3. Diary management for the Strategic Lead of Regulation.
4. Making travel and accommodation arrangements.
5. Comprehensive inbox management.
6. A single point of contact for advisory groups and responding to queries and correspondence.
7. To have strong organisational and decision-making skills to prioritise workloads and deal with unanticipated urgent requests.
8. Be responsible for all meetings ensuring that schedules, communication, facilities and travel arrangements are made.
9. Work as part of the team to ensure that the team delivers the organisational vision.
10. To promote a culture where Coventry citizens are at the heart of everything it does.

Main Duties & Key Accountabilities

Establish effective relationships:

- To support the Chair of the advisory groups to build, maintain and promote effective working relationships with stakeholders.
- Engage with peers to deliver successful solutions, processes and high-level support.
- Offer positive engagement to all service users irrespective of roles and responsibilities.

Demonstrate effective leadership:

- Exercising sound judgement and discretion.
- Demonstrate personal commitment to delivering corporate messages and associated changes.
- Inspire and support colleagues to provide excellent service to the public and colleagues.

- Actively promote a positive, forward looking, results orientated and customer focused culture.
- Support apprentices in developing skills necessary to fulfil a role within the organisation.
- Deputise for the line manager acting as a point of contact for stakeholders and responsible authorities.

Focus on performance:

- Implement and adhere to appropriate routines to ensure that all elements of the service are managed to achieve optimum performance.
- Manage competing and conflicting priorities effectively, with resilience especially during periods of uncertainty and change.
- Maintain a professional focus in managing all aspects of the business underpinned by effective planning routines and confidentiality.
- Challenge practices or issues that directly affect performance.

Maintain a focus on change and continuous improvement:

- See mistakes as an opportunity to learn and make progress at a business and individual level.
- Demonstrate self-awareness in understanding own strengths and weaknesses and explore opportunities to learn and improve.

Support the Customer Service agenda across the organisation:

- Support the implementation of strategies to support organisational change.
- Take a Coventry citizen view in considering new initiatives.

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External

Government Departments, Police, Fire Service, Ambulance Service.

Internal

Strategic Lead of Regulation, Strategic Manager of Regulation and Regulatory Services Team Managers.

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
An understanding of best practice in relation to supporting advisory groups.	
Knowledge of the City Council's political management structure, the role of elected members and an understanding of the structure of central government.	
Excellent working knowledge of executive support.	
Understanding of local government and current challenges facing such organisations.	
Skills and Abilities	
Ability to use independent judgment, tact and decisiveness while working under pressure against a backdrop of constantly changing priorities.	
Able to proactively manage the diaries of those that you support to ensure that they are able to fulfil their role in the most effective way possible.	
Be responsible for all meetings ensuring that schedules, communication, facilities and travel arrangements are coordinated for appropriate individuals.	
Be an initial point of contact via the phone and e-mail for the people that you support.	
Excellent interpersonal skills and an ability to engage with contacts inside and outside of the organisation and at all levels to achieve appropriate outcomes. Adept at establishing and maintaining cooperative working relationships, establishing rapport and gaining the trust and support of others.	
Ability to work under own initiative and demonstrate the strong organisational and decision-making skills to prioritise workloads and deal with unanticipated urgent requests.	
Ability to maintain confidentiality of information using judgement and discretion.	
Ability to undertake research and work independently to compose, letters, memos, reports, presentations for use with a variety of audiences.	
Ability to analyse qualitative and quantitative data.	
A systematic, methodical and accurate approach to work.	
Accomplished analytical & decision-making skills.	
Ability to receive and convey information clearly, accurately and concisely both in writing and orally.	
Experience	

Previous experience of the role of Personal Assistant supporting senior employees in fulfilling the expectations of their role.
Demonstrable experience in high level administrative and analytical activities.
Experience of analysis and problem solving, gathering data and facts to make decisions.
Evidence of extensive continual personal development.
Extensive IT skills with advance experience of all Microsoft Office applications.
Proven experience of managing and monitoring resources and budgets.
Experience of event management including venue booking, attendance, menus etc.
Qualifications
Education equivalent to degree level/professional qualification or previous extensive experience.
Special Requirements

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