

Job Description and Person Specification

LORD MAYOR'S SUPPORT OFFICER

Job Details	
Grade	3
Service	Member Services
Location	City Centre
Job Evaluation Code	P1081D

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<ul style="list-style-type: none"> To act as Chauffeur and Attendant for the Lord Mayor, Deputy Lord Mayor and other approved persons to assist them in the performance of their duties. When not rostered for civic duties, to undertake a range of administrative tasks

Key Responsibilities and Accountabilities

Core Knowledge

1. As part of a team, drive the Civic Fleet or other designated vehicles as follows:
 - As and when required, as set out in the rota for Mayoral duty. This will include early starts, late finishes and, on rare occasions, overnight stays out of the city.
 - Appraise yourself of all destinations, preferably in advance, in order to arrive on time in a manner in keeping with the prestige of the office of Lord Mayor.
 - Ensure only hands-free mobile telephones are used when driving in compliance with the City Council's Safe Driving Policy and the Highway Code.
 - Refrain from drinking alcohol when rostered for Mayoral duty.
2. Assist and attend on the Lord Mayor and Deputy Lord Mayor in their official duties as follows:
 - > Ensure the appropriate regalia is worn at all times.
 - Assist with robing.
 - Receive guests and announce their arrival when required.
 - Alert the Member Services Manager of any repair or similar to the civic regalia.
 - Assist with other general duties either on request by the Lord Mayor or on own initiative.
3. Ensure the civic fleet remains clean and in a safe and roadworthy condition. In the event of faults arising, report immediately to the Member Services Manager or Head of Governance.
4. Ensure all necessary documentation is accurately completed and up to date, recording all journeys made, times, mileage, fuel consumption and other relevant information.
5. Act as ambassador for the Lord Mayoralty and promote the Mission Statement at appropriate times.

6. When not rostered for Mayoral duties:
<ul style="list-style-type: none"> > Assist with administrative duties as required by the office staff. ➤ Undertake tours of the Council House and St Mary's Hall as and when required
7. Assist the working of the Team, by communicating effectively with all colleagues.
8. Wherever possible, provide cover for absent colleagues due to holiday, short term sickness or any other reason.
9. Be responsible for contributing to the consideration and identification of own training and development needs and taking opportunities made available to meet those needs.
10. Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Partner organisations Members of the public	Internal:	Lord Mayor, Deputy Lord Mayor, Political Leadership, Shadow Political Leadership, all other elected Members, Chief Executive, Directors and Senior Management.

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.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/a

Person Specification

Requirements

Knowledge	An understanding of the provision of a chauffeuring service and of the road network in Coventry and surrounding area.
Knowledge	Knowledge of general maintenance of vehicles eg: tyre pressures, cleaning and polishing
Knowledge	Health and safety issues, particularly relating to buildings and people
Skills And Ability	Able to communicate clearly with colleagues and visitors to the city.
Skills And Ability	Able to be polite, tactful and friendly when relating to others.
Skills And Ability	Able to be a good team player.
Skills And Ability	Able to read written instructions and be able to follow them.
Skills And Ability	Able to prioritise your own working day.
Skills And Ability	Able to record information and data accurately.
Skills And Ability	Able to work with minimum supervision.
Skills And Ability	Basic IT skills
Experience	Dealing with a wide range of people face to face

Experience	Problem solving and handling difficult situations
Qualification	No formal qualifications are required, as long as numeracy and literacy can be demonstrated.
Special Requirements	Possession of a full and valid driving licence
Special Requirements	Able to work long and varied hours, on a rota basis, covering 7 days a week.
Special Requirements	Dress and look professional at all times – a uniform to be worn at all times when on duty
Special Requirements	Able to sit in a vehicle for prolonged periods of time.
Special Requirements	Have a welcoming and friendly disposition.
Special Requirements	Have a patient disposition.
Special Requirements	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Declaration			
Reviewed/Created By:	March 2019		
Job Title:	Lord Mayor's Support Officer	Date:	July 2025