

Job Description and Person Specification



Job Description

Job Title	Lord Mayor's Support Officer
Grade	3
Service	Democratic Services/Member Services
Reports to	Member Services Manager
Location	Council House
Job Evaluation Code	P1081D



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

- 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

Main Duties & Key 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:
 - > 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.
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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 and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions.
- To co-operate with their line manager and senior management to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required.
- No to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and written statement of particulars.

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

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Knowledge	
An understanding of the provision of a chauffeuring service and of the road network in Coventry and surrounding area.	
Knowledge of general maintenance of vehicles eg: tyre pressures, cleaning and polishing	
Health and safety issues, particularly relating to buildings and people	
Skills and Abilities	
Able to communicate clearly with colleagues and visitors to the city.	
Able to be polite, tactful and friendly when relating to others.	
Able to be a good team player.	
Able to read written instructions and be able to follow them.	
Able to prioritise your own working day.	
Able to record information and data accurately.	
Able to work with minimum supervision.	
Basic IT skills	
Experience	
Dealing with a wide range of people face to face	
Problem solving and handling difficult situations	
Qualifications	
No formal qualifications are required, as long as numeracy and literacy can be demonstrated.	
Special Requirements	
Possession of a full and valid driving licence	
Able to work long and varied hours, on a rota basis, covering 7 days a week.	

Dress and look professional at all times – a uniform to be worn at all times when on duty
Able to sit in a vehicle for prolonged periods of time.
Have a welcoming and friendly disposition.
Have a patient disposition.

Date Created	March 2019	Date Reviewed	March 2019
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