



Coventry City Council

## Job Description

<b>Job Title:</b>	Lord Mayor's Support Officer	<b>Job Number:</b>	P1081D
<b>Division/Section/Group/Team:</b>	Democratic Services / Member Services	<b>Post Number:</b>	040148
<b>Location:</b>	Council House	<b>Grade:</b>	Grade 3

### 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.

### Job Purpose:

1. To act as Chauffeur and Attendant for the Lord Mayor, Deputy Lord Mayor and other approved persons and assist them in the performance of their duties.
2. When not rostered for civic duties, to undertake a range of administrative tasks.

### Main Duties and Responsibilities:

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 Members and Elections Team Manager.

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.
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The post holder must comply with Coventry City Council's health and safety policy 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
- Not 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**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

**Responsible for:** None

**Responsible to:** Member Services Manager

**Date Reviewed:** March 2019

**Updated:** September 2022



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## Person Specification

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• An understanding of the provision of a chauffeuring service and of the road network in Coventry and surrounding area.</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of general maintenance of vehicles, e.g. tyre pressures, cleaning and polishing.</li></ul>
	<ul style="list-style-type: none"><li>• Health and safety issues, particularly relating to buildings and people.</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Able to communicate clearly with colleagues and visitors to the city.</li></ul>
	<ul style="list-style-type: none"><li>• Able to be polite, tactful and friendly when relating to others.</li></ul>
	<ul style="list-style-type: none"><li>• Able to be a good team player.</li></ul>
	<ul style="list-style-type: none"><li>• Able to read written instructions and be able to follow them.</li></ul>
	<ul style="list-style-type: none"><li>• Able to prioritise your own working day.</li></ul>
	<ul style="list-style-type: none"><li>• Able to record information and data accurately.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to work with minimum supervision.</li></ul>
	<ul style="list-style-type: none"><li>• Basic IT skills</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>• Dealing with a wide range of people face to face.</li></ul>
	<ul style="list-style-type: none"><li>• Problem solving and handling difficult situations.</li></ul>

<b>Educational:</b>	<ul style="list-style-type: none"><li>• No formal qualifications are required, as long as numeracy and literacy can be demonstrated.</li></ul>
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<b>Special Requirements:</b>	<ul style="list-style-type: none"><li>• Possession of a full and valid driving licence.</li></ul>
	<ul style="list-style-type: none"><li>• Able to work long and varied hours, on a rota basis, covering 7 days a week.</li></ul>
	<ul style="list-style-type: none"><li>• Dress and look professional at all times – a uniform to be worn at all times whilst on duty.</li></ul>
	<ul style="list-style-type: none"><li>• Able to sit in a vehicle for prolonged periods of time.</li></ul>
	<ul style="list-style-type: none"><li>• Have a welcoming and friendly personality.</li></ul>
	<ul style="list-style-type: none"><li>• Have a patient disposition.</li></ul>



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