

Job Description

Civic Office Manager

- Grade: PO2
- Reports to: Head of Leaders Office and Member Support
- Direct reports: 2
- Your team: Leaders Office and Member Support
- Service area: Law and Governance
- Directorate: Resources

Special requirements of the post

Workstyle: Desk-based worker, although attendance at evening meetings is required.

This post is designated as politically restricted

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The Civic Office Manager is responsible for leading the delivery of the Council's civic, ceremonial and Mayoral functions, ensuring the Mayor and Deputy Mayor are supported to fulfil their statutory, ceremonial and community leadership roles. The postholder oversees the planning and delivery of high-profile civic events, manages the Mayor's engagements and charitable activities, and provides authoritative advice on civic protocol and governance. The role acts as the Council's lead professional on civic affairs, maintaining strong relationships with

external partners and ensuring the reputation, dignity and constitutional role of the Mayor are upheld at all times.

Key responsibilities

- Lead and manage the Civic Office, ensuring the effective delivery of all Mayoral, Deputy Mayoral and civic ceremonial functions of the Council.
- Plan, coordinate and deliver high-profile civic events, including Remembrance and Armed Forces ceremonies, Civic Awards, Annual Council and other formal civic occasions, working with internal services and external partners.
- Manage the Mayor's official engagement diary, ensuring engagements are appropriately prioritised, resourced and supported in line with civic protocol and Council priorities.
- Provide expert advice to the Mayor, Deputy Mayor, senior officers and external stakeholders on civic protocol, ceremonial practice and constitutional custom, safeguarding the dignity and reputation of the office of Mayor.
- Lead the Council's relationship with key civic partners and dignitaries, including the Borough Deputy Lieutenant, Sheriff, veterans' organisations, uniformed youth groups and other civic bodies.
- Oversee the Mayor's charitable programme, including liaison with the Mayor's chosen charity or charities, coordination of fundraising activities and stewardship of charitable income.
- Ensure newly appointed Mayors and Deputy Mayors are fully inducted into their roles, including protocols, communications arrangements, use of civic regalia, allowances and charitable responsibilities.
- Maintain oversight of Mayoral financial processes, including monitoring allowances, processing expenditure, managing donations and ensuring compliance with financial regulations and audit requirements.
- Ensure the accuracy, maintenance and accessibility of civic documentation, including the Mayor's Handbook, procedural guidance and records relating to civic and ceremonial functions.
- Line manage and develop Civic Office staff, promoting high standards of professionalism, resilience and service delivery in a high-profile, politically sensitive environment.
- Identify risks, pressures and improvement opportunities within civic operations, escalating issues as required and ensuring continuity of service during peak civic periods.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Significant experience delivering civic, ceremonial or high-profile public functions within a local authority or similarly complex public sector organisation.	Essential
2	Proven experience of planning, coordinating and delivering formal events involving senior stakeholders, dignitaries and external partners.	Essential
3	Experience providing professional advice and support to senior elected members and/or senior officers in politically sensitive or high-profile environments.	Essential
4	Strong understanding of civic protocol, ceremonial practice or constitutional conventions, or the ability to quickly acquire and apply this knowledge.	Essential
5	Experience managing external relationships with community organisations, representative bodies or civic partners.	Essential
6	Experience of managing budgets, expenditure or charitable funds, ensuring compliance with governance, audit and financial regulations.	Essential
7	Excellent organisational skills, with the ability to manage complex diaries, competing priorities and time-critical activities.	Essential

Point	Criteria description	Essential/desirable
8	Strong written and verbal communication skills, with the ability to communicate clearly, diplomatically and authoritatively.	Essential
9	Ability to exercise sound judgement and discretion, particularly when handling confidential, sensitive or reputationally significant matters.	Essential
10	Demonstrable people management or supervisory experience, including supporting and developing staff in a demanding service environment.	Essential
11	Experience of working directly with Mayors, civic figureheads or equivalent ceremonial roles.	Desirable
12	Knowledge of local government governance, democratic or constitutional arrangements.	Desirable

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.