

# Job description

## Executive Members Support Manager

- Grade: PO5
- Reports to: Assistant Director of Elections and Corporate Support Services
- Direct reports: 6
- Your team: Executive Members Support
- Service area: Business Support, Personal Assistants to Executive Members
- Directorate: Resources

### Special requirements of the post

Workstyle: Front facing (High presence, three days a week)

This post requires a DBS check at the appropriate level - Standard

## 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 core vision of Business Support Service is to lead the team to deliver a resilient and responsive administrative function that is equipped to deal with any challenge.

The Members Business Support Manager will be integral in leading and supporting the Executive Member Support Team to deliver a seamless service, whilst ensuring that support, training, and guidance is available in order for Business Support to provide tailored services to

The Chief Executive, Corporate Leadership Team, Professionals, Members, Internal Staff, Local People and Service Users.

## Key responsibilities

- Management of the Executive Member Support Team to deliver a reliable, confidential, and high-quality support service to our Council Leader and Executive Members, providing on-hand support and day-to-day management of support officers to work productively and collaboratively. They are expected to lead support officers ranging from SC2 – PO1, supporting the Executive Members productively and effectively via the Business Support Model, ensuring service users are at the heart of everything we do.
- Lead Business Support staff to operate within a positive culture that promotes mutual respect and good professional behaviour, adopting the council's Be Islington values and behaviours.
- Keep up-to-date with relevant new or draft legislation, codes of practice, services provided by the council and organisational policy, or other initiatives publications or developments and distribute across the business support service and where applicable service users and residents.

### Leadership and Management

- Manage the provision of high-quality customer focussed Executive Member Business Support to the council, reflecting on its diverse and changing needs, in line with the Business Support Core Offer and Service Level Agreements.
- Assist in the management of service resources including day-to-day supervision and communication with staff; work planning, conducting supervisions and objective setting, staff development, attendance management and dealing with disciplinary matters.
- Development of clear aims, working procedures, performance measures and targets for the team, ensuring these are delivered through effective monitoring, and delivery of a People Plan.
- Provide training and ongoing development of the team in partnership with the Business Support Leadership Team.
- Manage the recruitment, selection and induction of new staff ensuring adherence to council policy and the use of the councils database (TRAC).
- Embed and monitor consistent standards of work activities, objectives, and procedures for Executive Member Support Team, creating a centre of excellence within Business Support.
- Co-ordination of the work of the business support staff including identification of priorities and the allocation of work encouraging staff to be creative, flexible and committed to providing solutions to the needs of the service.
- Be sensitive to the needs of different customer groups, ensuring rapid and appropriate responses for customers who may be distressed, irate and aggressive, including those with needs that are more complex.
- Ensure effective working relationships across team members, managers and stakeholders, with clear protocols in place for joint working and resolution of problems.
- Lead on the management of the casework system used for Members enquiries, including being the point of contact and lead working with the system provider logging any faults and

issues and suggesting any enhancements that may improve processes, performance, and reporting.

- Lead on generating and providing regular or ad-hoc reports on Members enquiries to councillors, senior management and council staff as needed, including gathering data and updating the quarterly KPI report for Members enquiries data.
- Hold regular meetings with the Council leader and Executive Members, to ensure adequate support is being provided and update Members on any changes within the team.
- Deputise for the Assistant Director of Elections and Corporate Support Services Electoral Services with matters involving the council's Executive Members.

## **Business Support**

- Work in partnership with Executive Member Support Team to ensure that all aspects of information management comply with departmental and council policy, data protection, statutory duties and other legislative requirements.
- Management of high-quality and timely administrative support to Executive Members through the team in accordance with Business Support's Core Offer. E.g. diary management, manage inboxes, casework, manage meetings, analyse and provide statistical information, prepare reports and presentations as required.
- Ensure the effective day-to-day management of enquires and complaints received via a range of communication channels, including the use of relevant systems used for logging and monitoring purposes, ensuring the quality of correspondence sent out to residents on behalf of Executive Members and the council leader are at a good standard.
- Coordinate the quality and preparation of responses to Members and Senior Leadership questions, ensuring that they are notified to relevant managers immediately and pursue, collate, and return responses within given deadlines.
- Identify areas for service improvement and make recommendations to the Assistant Director of Elections and Corporate Support Services managing Business Support improvement projects including integration, migration and enhancement of systems, people, technology, and processes, driving significant policy, practice or infrastructure change.
- Ensure that the Executive Member Support Team make the best use of technology that is available and that they follow new technology and processes in their professional area.
- Organise, categorise and provide Business Support resources to support complex statutory and corporate meetings and decision-making processes in accordance with the service and departmental needs.
- Support and ensure compliance to statutory duties as required by the range of services across the council ensuring procedures and deadlines are adhered to.
- Ensure decision-making, casework management, and reporting processes are up to date and adhered to.
- Provide support and assistance to authors of reports to Members, Executive Officers, resolving difficulties that arise, seeking advice from Democratic Services where necessary and to ensure that directorate's procedures are working effectively and to resolve any problems.

- Responsible for advising Executive Member Support Team of the process and the quality of casework responses, reports and presentations, identifying politically sensitive issues and flagging to Assistant Director of Elections and Corporate Support Services.
- Schedule upcoming tasks, ensure that any papers for Executive Members and the Council Leader are available to them within agreed timescales and that all correspondence is screened, filtered and actioned as appropriate to the support needs of the Executive Members.
- Ensure that officers are aware of the deadlines for submission of draft and final reports and that all deadlines in the process are adhered to.
- Provide a flexible and responsive face-to-face service for visitors to support the Executive Members, ensuring all duties and responsibilities relevant to the role are performed, in line with the council's guidelines.
- Supervise the use of any financial systems ensuring that procedures, controls and checks are in place for all transactions in accordance with the relevant process or procedure.

Monitor spend throughout the year to ensure there is budgetary control and compliance with audit regulations.

- Lead on and manage user acceptance testing, particularly with the Members casework management system and when any new software is released and when new interfaces are being developed. This includes the formulation of test plans and systematic testing of new or amended software.
- Attend and chair team and service meetings as required by the role.

## 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	Experience of providing support to senior leaders in a large multi-functional organisation.	Essential/desirable
2	Experience in managing in a pressured and complex environment.	Essential/desirable
3	Experience of developing and maintaining administrative support systems in a complex and busy environment.	Essential/desirable
4	Experience of working at a strategic level with key stakeholders with evidence of managing by influence to achieve successful outcomes to complex business problems/discussions.	Essential/desirable
5	Good level of numeracy and literacy to compile and interpret data and compose letters and correspondence.	Essential/desirable
6	Experience in managing staff, work programmes and performance.	Essential/desirable
7	Experience of introducing systems and business change solutions in public sector organisations within time and cost constraints	Essential/desirable
8	Experience of managing administrative services	Essential/desirable
9	Ability to lead and motivate staff.	Essential/desirable
10	Ability to work within set frameworks and in line with statutory duties and provide support and training to staff.	Essential/desirable
11	Ability to develop and embed new ways of working across a directorate and/or organisation.	Essential/desirable
12	Proven skills in investigating and analysing problems, assimilating new information and to working with others to create and recommend solutions to complex issues.	Essential/desirable
13	Proven ability to communicate effectively with services users, colleagues, staff and managers within the Council and external agencies through written or oral presentations, and on a one-to-one basis.	Essential/desirable

Point	Criteria description	Essential/desirable
14	Excellent interpersonal, negotiating and influencing skills to initiate and drive forward change.	Essential/desirable
15	Excellent organisational skills and the ability to manage own and team's workload effectively, ensuring compliance with standards and deadlines.	Essential/desirable
16	Excellent IT skills and ability to use Microsoft suite of desktop applications and provide support and training to other staff in their use.	Essential/desirable
17	Knowledge of the diversity of Islington and commitment to development and implementation of best practice in equal opportunities in employment and service delivery.	Essential/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.