

ADDENDUM TO EXECUTIVE REPORT ME 11/03 – OPTIONS FOR ELECTED MEMBERS SUPPORT SERVICES

CONSIDERED BY EXECUTIVE 29TH SEPTEMBER REFERRED TO CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

16TH OCTOBER 2003

In considering the above report the Executive selected approach A5 as their preferred option.

This addendum provides additional information in respect of this option in respect of costs of employment and a more detailed job description & person specification.

Option A5

3 x 0.5 FTE officers at Scale 3 / 4

COSTS	£
Employment costs assuming max of grade	29,050.00
Additional overtime cost of covering Annual leave	1,830.00
Cost of supporting employees in their employment. e.g. training, supplies & services, postage, telephone costs etc	2,500.00
TOTAL ONGOING COSTS	33,080.00

In addition, one off costs associated with providing members of staff with work stations & IT equipment etc will amount to approximately £2,500.00 (assuming 2 work stations & 2 PC's shared between 3 post holders)

Total cost for 2004/05 = £35,580 assuming posts are not intended to be filled until

April 2004.

Illustrative Job descriptions were provided with the original report to the Executive. Since the option above has been selected, these have been considered in much more detail and have been expanded to better reflect the full duties of the post holders.

The proposed Job description & person specification are attached to this addendum.

N Mitchell

Pay & Member Services Manager

1st October 2003

nmm/k/pay&member/members/membersupport/me1103addendum

CARLISLE CITY COUNCIL
MEMBER SUPPORT & EMPLOYEE SERVICES

JOB DESCRIPTION

JOB TITLE: Member Support Officer (P/T)

Grade: Scale 3/4

Post reference: *

Responsible to: Pay & Member Services Manager

Responsible for:

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OVERALL PURPOSE

- To Provide research & administrative support to Elected Members of the Council to enable them to operate efficiently & effectively in their representational role & Democratic duties.
- In the absence of the PA to the Executive, cover the duties of that post to ensure continuity of service.

Key Areas of Responsibility

1. To undertake & co ordinate research & information gathering for Elected Members of all parties.
2. Provide efficient, accurate & professional administrative & secretarial support to all Elected Members.
3. Act as liaison between Elected Members & officers and arrange meetings as required.
4. Monitor the processing of issues raised by constituents and referred to Officers by Elected members.
5. Assist with the Member Development framework implementation by gathering information, liaising with the training coordinator and making necessary admin arrangements.
6. Provide cover arrangements during the absence of the PA to the Executive Members, to ensure continuity of service.
7. Provide clerical & administrative services to the Overview & Scrutiny support team & the Emergency Planning function.
8. To assist with administrative & clerical duties within the Member Support & Employee Services Business Unit as required.
9. Promote Best Value, excellence in customer service, a focus on continuous improvement and the promotion of these in the delivery of services and employment within the context of equality of opportunity and cultural diversity.
10. Implement and monitor a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
11. Establish and maintain effective two-way communication with staff, colleagues, Members and customers, seeking out and responding to opinions in order to further enhance the quality of service delivery.
12. To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
13. Undertake such other duties that are required from time to time and are commensurate with this position, including assisting in other areas of the Business Unit.

Special Features

There are three posts, all of which are interchangeable.

Each post holder will be expected to provide cover for each other during normal office hours from Monday to Friday.

PERSON SPECIFICATION

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Member Support officer

All criteria are essential, unless stated as 'Desirable'

Criteria	Competency
Education & Qualifications	<ul style="list-style-type: none"> • High standards of literacy & presentation of written work.

	<p>Recognised Data Processing qualifications – desirable</p> <ul style="list-style-type: none"> • Competent in using Microsoft Office • Minimum of RSA 2/3 typing/word processing or equivalent skills.
Experience, Knowledge & Understanding	<ul style="list-style-type: none"> • Experience of communicating effectively with a wide range of people. • Experience of using IT systems including Word Processing, Database, Spreadsheets, Internet & DTP etc • Experience of providing a wide range of administrative support. • Experience of working in Local Government – desirable • Ability to work effectively within a team • Understanding of City Council structure and functions – desirable • Political awareness – desirable • Experience of dealing with Councillors or other Elected / Nominated representatives - desirable
Skills	<ul style="list-style-type: none"> • Able to work on own initiative • Able to demonstrate a flexible approach to tasks • Able to work to deadlines and to manage and prioritise own workload. • Ability to absorb & learn new information quickly • Ability to explain complex information to the lay person.
Personal qualities & Commitment	<ul style="list-style-type: none"> • Must maintain confidentiality of information. • Ability to respond to issues with tact & diplomacy. • Ability to demonstrate a high level of interpersonal skills
Other factors	<ul style="list-style-type: none"> • Flexible in approach to working hours • Ability to provide cover during normal office hours, and also at short notice

