Job Title: Senior Support Officer
Department: Growth, Planning & Housing

Unit: Westminster City Council has Tri-Borough working arrangements with Hammersmith and Fulham Council and the Royal Borough of Kensington and Chelsea for the provision of some services. Under S113 of the Local Government Act 1972 you may be required to act on behalf of one or both of these other boroughs. This may mean that the location of your employment will vary.

Band: 3 level 1
Date Valid: February 2016

Responsible to:

Staff Managed:

<table>
<thead>
<tr>
<th>Direct Reports:</th>
<th>Temps/TAC managed per annum</th>
<th>Project staff managed per annum</th>
<th>Are staff highly mobile or based on different sites?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>0</td>
<td>1-5 (depends on projects)</td>
<td>No</td>
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</tbody>
</table>

Budgets managed: Up to £500,000 | £0

Purpose of Job

Corporate Purpose

Provide an effective support service to senior managers in order to contribute to delivery of the council’s objectives and priorities.

Specific Purpose of current role

- Provide a high quality, efficient and effective support service to the senior management team across Growth Planning and Housing (GPH). This will be delivered through providing specialist advice / guidance and/or programme support activities to the major departmental change projects which contribute to the Council's strategic objectives and priorities.

- Understand and demonstrate the Council's values and behaviours, working collaboratively with colleagues, partners and other stakeholders to help build a sustainable highly effective organisation and develop our reputation as a successful council delivering great value for its residents.

Key duties and responsibilities

Principal Accountabilities

Service delivery

- Deliver a specialist service, carrying out a range of skilled activities in the Service Development Team, to maximise service quality and continuity. Maintain, develop and review systems, processes and procedures and manage / enable projects or contracts to secure a cost effective service and continuous improvement.

- Undertake research, as required to support the delivery of priority projects.
People and partnerships
• Provide experienced, qualified advice and guidance in SMT administration and governance to colleagues and managers to identify risk, support the resolution of issues and informed decision making, and help others to develop their knowledge and expertise.

• Support the team to achieve efficient service delivery.

• Liaise and communicate effectively within the council, and externally as appropriate, to consult on plans and projects, share knowledge or best practice, and help champion the council’s approach to improving services.

Resources / Financial management
• Responsible for monitoring, analysis and allocation of delegated budgets, funding and resources in accordance with council policies and procedures.
• Support the development of outcome based commissioning models and/or income generation opportunities to help the council receive value for money.

Values and behaviours
• Positively demonstrate the council’s values and behaviours in your role to support the achievement of the corporate vision.

Compliance
• Understand and comply with relevant legal, regulatory, policy and procedural requirements and standards and escalate/report concerns to management as appropriate.

Equality and diversity
• Familiarise, uphold and promote the aims of the council’s equality and diversity policies in the course of day-to-day work.

Specific Responsibilities of current role
  o Provide a comprehensive support service to the Senior Management Team involving supporting Directors in a wide range of tasks including diary management, preparing presentations or papers, handling complaints and freedom of information requests, prioritising and responding to emails, and liaising with internal and external customers.
  
  o Working with senior managers in delivering the major change projects across the department
  
  o Act as a Departmental Records Officer for the service and be responsible for meeting statutory deadlines

February 2016
Qualifications

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<th>Qualification</th>
<th>Level</th>
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<tr>
<td>Business/Admin related qualification or equivalent</td>
<td>Degree or equivalent experience</td>
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<tr>
<td>Project/programme management experience</td>
<td>Post holder should have experience of being able to manage these issues</td>
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Work experience

- Substantial practical experience and understanding local government, supporting project teams and/or providing support to the public.
- Demonstrable experience in a customer service role, identifying and overcoming complex problems effectively, efficiently and professionally, building trust and confidence with local stakeholders.
- Demonstrable experience of establishing and building productive working relationships within with managers and colleagues, and a range of other bodies, such as public and private sector partners and organisations, business groups, communities, and public agencies.
- Experience in managing programmes of work and specific projects.
- Experience of maintaining and developing processes, procedures and information systems and analysing qualitative and quantitative data.

Skills/ Knowledge

- Knowledge of the issues facing local government and those relevant to service/functional responsibilities.
- Proven ability to support complex projects or programmes.
- Ability to plan and organise work to produce a high level of output to quality standards.
- Proven initiative and judgement to research and resolve problems independently or through a support team.
- Proven written and verbal communication skills and a customer focus.
- Ability to deal with people at all levels confidently, sensitively and diplomatically.
- Budget monitoring skills at an appropriate level for the role.
- Ability and experience of MS Office.
- Ability to write clear and concise minutes that note actions and decisions.
- Typing 50 WPM min.
- Ability to understand and apply positive behaviours in line with the council values.
- Clear understanding and commitment to equality and diversity.
Values and Behaviours: Set the PACE

The Values and Behaviours are essential criteria for each post. The bullet points alongside each value give examples of good practice or behaviours associated with that value. Applicants for a post will need to give one example of their ability to meet each of the values.

Productive
- We show initiative, drive and determination to get the job done; and constantly to improve what we do.
- We determine the right course of action through listening to the needs of our customers.
- We are accountable for our actions and the decisions we make.
- We help others to be productive, independent and make informed decisions.

Ambitious
- We are ambitious in creating new solutions which bring about substantial benefit.
- We challenge ourselves to be the best we can be.
- We take pride in providing public services to our communities.
- We work as a team to support one another to be the best we can be for our customers.

Collaborative
- We provide local leadership and work with partners jointly to develop and deliver services.
- We listen to one another and respect one another’s point of view.
- We challenge one another respectfully and constructively, working together to resolve issues.
- We treat everyone with courtesy, fairness and transparency.

Enterprising
- We seek the best deal when looking for ways to improve value for money and reduce cost.
- We look for new ways to generate growth, income and maximise commercial potential.
- We take managed and considered risks to enable us to achieve the best outcomes.
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<th>Decision Making</th>
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<tr>
<td><strong>Decides on</strong> routine matters within clear rules/guidelines</td>
<td><strong>Decisions from wide range of alternatives</strong></td>
<td><strong>Responsible for deciding how work is carried out</strong></td>
<td><strong>Advises others/sets guidelines to follow</strong></td>
<td><strong>Develops new policies/significant changes to service provision</strong></td>
<td><strong>Manages significant changes to services</strong></td>
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<th>Impact of decisions</th>
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<td><strong>Limited/short-term impact, easily remedied</strong></td>
<td><strong>Material impact, on departments or external services to public</strong></td>
<td><strong>Significant impact on services, external organisations or other individuals</strong></td>
<td><strong>Major impact on services provision, the public, or ext organisations</strong></td>
<td><strong>Major impact on council policies across range of depts, or large scale external impact</strong></td>
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<th>Contacts</th>
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<tr>
<td><strong>Basic information giving on clear rules/facts</strong></td>
<td><strong>Advises on non-complex, routine matters</strong></td>
<td><strong>Advises on matters either specialist/complex or important and contentious</strong></td>
<td><strong>Advises on highly complex matters- inc negotiating&amp; influencing</strong></td>
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<tr>
<td><strong>Post has material impact on person, service or org they deal with</strong></td>
<td><strong>Contacts result in substantial impact on council or ext organisation re direction of service provision/ acts on behalf of council</strong></td>
<td><strong>Contacts result in major implications for council or org eg whether a service runs or not/acts on behalf of council</strong></td>
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<th>Creativity/Problem solving</th>
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<td><strong>Works to clear procedure s, routine problems</strong></td>
<td><strong>General guidelines, some interpretation needed to solve difficult/complex problems</strong></td>
<td><strong>Regularly updates, improves how services are provided</strong></td>
<td><strong>Develops new solutions across diverse range of subjects/complex issues</strong></td>
<td><strong>Work guided by general principles only, major role in developing new approaches</strong></td>
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