

Job Profile Information: Chief Executive's Project Officer

Job Grade: Level 4, Zone 2

Salary Range: £45,042 - £51,870

Role Purpose:

This is a key role at the heart of the Council. The Chief Executive's Project Officer will be central to ensuring the delivery of the Chief Executive's vision and priorities and supporting her in the delivery of our We Make Camden ambitions.

The post-holder will work proactively as **part of a small team**, which includes: the Executive Assistant to the Chief Executive, the Head of the Chief Executive's Office and the Chief Executive. The role reports to the Head of the Chief Executive's Office. The Chief Executive's office works together with officers across Camden council to ensure that the Chief Executive is able to effectively provide leadership to the organisation.

Their main responsibility will be to **ensure that the Chief Executive has access to appropriate policy advice, briefings and administrative support** to carry out her duties effectively. As such, the role will have a blend of both administrative and policy development duties and will help to drive key priorities and actions emerging from the Corporate Management Team and other decision-making settings.

The post holder will **also manage all casework and complaints received by the Chief Executive**. You will be responsible for effectively managing the full cycle of casework and complaints: from acknowledgement and logging, to investigation, remedy and trend analysis, ensuring both the Chief Executive and complainants are kept informed and updated on progress until complaints are resolved.

Example outcomes or objectives that this role will deliver:

- Play a key role in ensuring that the Chief Executive's office runs smoothly to enable the Chief Executive to deliver her key priorities, including sourcing briefing and speaking notes, drafting and reviewing written material, and proactively horizon scanning, picking up early on emerging needs, issues and opportunities.
- Liaise closely with the Chief Executive's Executive Assistant to ensure the smooth planning of upcoming meetings and other commitments, ensuring high quality briefings and other materials are commissioned in a timely manner, forward plans are kept relevant and up-to-date and agendas are developed and coordinated ahead of time.
- Respond to residents contacting the Chief Executive in a timely manner and redirect them to the team and service, so that any issue they encounter is unblocked and dealt with swiftly.

- Work closely with internal stakeholders, such as Communications and Policy Design, attending internal working groups, to shape and support the development of the Chief Executive's key priorities.
- Supporting the smooth running of the formal Cabinet business process, including forward planning, minute-taking and coordination of items, working closely with Committee Services.
- Undertake key projects on behalf of the Chief Executive's Office
- Carry out high quality research in order to contribute to the policy and strategic agenda that deliver outcomes for Camden residents.
- Develop and maintain effective relationships with key stakeholders internally and externally, within a complex environment.
- Outwardly reflect and role-model the Chief Executive's vision and key priorities, through the smooth working of the office.
- Able to cope in a high-pressured environment, working at pace and flexibly, adapting to changes in priorities and tasks, and delivering to strict deadlines.
- Demonstrate a high degree of political awareness, discretion, and sensitivity to the needs of the Chief Executive and her vision.
- Other reasonable duties required to support the Chief Executive and Corporate Management Team.

Relationships:

The post holder will operate and maintain effective working relationships within a complex and at times very sensitive and political environment, demanding high levels of confidentiality and discretion. The post requires a high degree of political astuteness and involves daily contact with the Chief Executive, chief officers, elected Members and key outside bodies. The post holder will need to be able to deal confidently with key internal and external stakeholders at a senior level.

Regular Contacts:

- Chief Executive
- Head of the Chief Executive's Office
- Executive Assistant to the Chief Executive
- Chief and Senior Officers in the Council
- Elected Members
- Residents of the borough and members of the public
- Key strategic partners across London and central government
- Key strategic partners locally, including the business community

The post holder must maintain a wide-ranging awareness on topical and sensitive issues, which are a priority for the Chief Executive and an awareness of issues facing local government.

The post holder must be able to deal with pressures that can be encountered when working in such an environment.

Work Environment:

This post forms part of a team which provides a high-quality support service to Camden's Chief Executive; work is subject to deadlines involving frequently changing circumstance and conflicting priorities. It is important that the post holder is able to work flexibly and adapt to changes in tasks and deliver to strict deadlines, often working with one's own initiative.

The post holder will work within a complex and highly sensitive environment and confidentiality and discretion must be observed at all times, with a good understanding of relationship management.

Occasional evening and weekend working may be required. Flexibility of approach, including willingness to work outside of normal working hours if required as appropriate to the grade (time off in lieu or flexi time will be available).

Technical Knowledge and Experience:

- Education to degree level is usually required for these posts but the knowledge, skills and experience set out below are more important than specific qualifications
- Up-to-date understanding of the public policy agenda and current issues affecting local government
- Sound knowledge of Camden's' Corporate priorities
- Detailed understanding of the role and functions of local government
- Attention to detail and ability to multi-task essential with a proven record of being a starter - finisher.
- Effective written and oral communications skills and proven ability to present complex information in appropriate and accessible ways
- Strong time management and ability to work at pace in a fast changing environment
- Linked to the above, personal resilience
- Political astuteness and a good understanding of the complexities of the relationship between officers, elected members and residents. Able to handle politically sensitive information and situations with diplomacy, tact and the highest degree of confidentiality
- Collaborative approach demonstrating mutual trust and support within the council and with partners

- Able to work as part of a team and to build and maintain effective working relationships at all levels and with a wide range of individuals and agencies
- Able to exercise sound judgement and act with minimal supervision
- Able to take responsibility for own work consistently achieving and delivering to time, and quality despite tight timescales and conflicting priorities;
- IT literate and experienced in use of computer software
- Strong analytical skills and the ability to carry out and understand research

Relevant Experience:

- Managing competing demands, prioritising workloads and responding flexibly to changing needs and priorities
- Analysing complex and sensitive policy problems and projects, evaluating options and developing workable proposals
- High degree of political sensitivity and experience of working closely with councillors, the wider community and other external partners
- Developing and sustaining good working relationships in complex environments at all levels with a wide range of individuals and partners

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click Diversity and Inclusion for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,