

## Job Profile

**Job Title: Member Support Officer**

**Job Grade: Level 3 Zone 2**

**Salary Range: £39,336 - £44,878**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **About the role**

As part of Business Support in the Law and Governance Area these roles provide support to council Members in delivering their community leadership role and in undertaking their duties as ward Councillors as well as supporting the council in delivering a range of strategic functions.

A substantial focus of these roles will be to assist councillors with their casework, logging and monitoring but also drafting correspondence and problem-solving more complex cases.

The team operates generically and therefore a range of other activities fall within the remit of the role including community engagement and consultation, research and data analysis, policy development, performance management, service improvement, equalities, and members/public enquiries.

To provide a high quality research, briefing and advisory service to the Council's Leadership on a range of issues both as they arise, and proactively. Ensure that the leader and deputy leader are well briefed and appropriately prepared for key meetings and events.

Acting as a key point of contact for internal officers and external partners and stakeholders in respect of topical and policy issues for the Leadership.

### **Example outcomes or objectives that this role will deliver:**

1. Support the leadership's delivery and on-going development of clear priorities and strategic direction for the Council in response to its changing operating context.
2. Test and promote collaborative approaches that work to enable engagement within and with the council and its partners and collaborate with each other to improve their lives, local services and their community.
3. Challenge and support the organisation to understand its performance and improve services to deliver the Camden Plan outcomes.

4. Develop the provision of expert support to the Council across our core functions and in new areas, as required by business need, and ensure it is fully utilised.
5. Support councillors to play a leadership and advocacy role within the community and to effectively influence the work of the council.

## **About you**

### **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.

#### **Knowledge:**

- 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

#### **Skills and Behaviours:**

- Good analytical skills and the ability to carry out and understand research
- Effective written and oral communications skills and proven ability to present complex information in appropriate and accessible ways
- Political astuteness and a good understanding of the complexities of the relationship between officers and elected members. Able to handle politically sensitive information and situations with diplomacy, tact and the highest 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 judgment 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

**Relevant Experience:**

- An excellent understanding of what constitutes a gold standard in customer care
- An understanding of policy development in the public sector
- An understanding of complex and sensitive policy problems and projects, evaluating options and developing workable proposals
- Ability to develop and sustain good working relationships in complex environments at all levels with a wide range of individuals and agencies
- Ability to manage competing demands, prioritising workloads and responding flexibly to changing needs and priorities

**Work Environment:**

This post forms part of a team which provides a high quality support service to Camden's Cabinet councillors; 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 ones own initiative.

The post holder will work within a complex and highly sensitive framework 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 will be available).

**People Management Responsibilities:**

None

**Relationships;**

The post holder will operate and maintain effective working relationships within a complex and, at times highly sensitive and political framework and confidentiality and discretion must be observed at all times. The post requires a high degree of political astuteness and involves daily contact with the Leader and senior councillors, chief officers and key outside bodies.

While remaining politically neutral at all time, the post holder will need to demonstrate political sensitivity and the ability to work effectively with all councillors.

The post holder will need to be able to deal confidently with partners at a senior level, in particular the voluntary and community sector, police, health etc.

### **Regular Contacts:**

- Executive Councillors
- Chief and Senior officers of the Council
- Government Ministers, MPs, Peers and MEPs
- GLA members and officers
- Residents of the borough and members of the public

The post holder must maintain a wide ranging awareness on topical and sensitive issues, which are a priority for the Leadership and Executive's attention, and an awareness of issues affecting Local Government

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

### **Over to you**

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

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.