**Job Profile Information: Member Support Officer**

**This supplementary information for Member Support Officer is for guidance and must be used in conjunction with the Job Capsule for**

**Business Support, Job Level 3 Zone 2 Camden Way Category 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The Member Support office provides support to all elected councillors in respect to their needs and ambitions for their wards including casework management and administrative support, and diary management and portfolio support to the Cabinet members.

The successful applicant will support the councillor in their wider constituency ambitions.

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

* To support councillors with their constituency work and aspirations as ward councillors including assisting them with managing their casework and member enquiries
* To provide advice and information to councillors about legislation, policies, and procedures, and also put them in touch with the right service contacts
* To provide diary management and portfolio support for Cabinet councillors.
* To produce and distribute ward surgery information flyers and assist with support for ward based mail-outs on topical issues
* To provide a message taking service for all councillors
* Working across the organisation with colleagues to order and organise delivery of stationery and equipment as required
* To carry out any other administrative tasks as required to support the member in being an effective ward councillor

**People Management Responsibilities:**

None

**Relationships;**

Establishing and maintaining relationships with elected members, a range of staff across the Council and partners in order to obtain, share and exchange information and data. Liaising with councillors and staff across the Council to co-ordinate work, information, internal enquiries and internal and external and meetings.

**Main functional links are:**

All Elected members

Chief Officers and other officers in departments

Members of the public

Other local authorities and local authority associations

Government Departments and other external agencies, including Members of Parliament

Voluntary and private sector agencies and partners

**Work Environment:**

The post is mainly office based but from time to time the post holder may be required to attend and support elected members at some meetings at external venues around the borough of Camden. The post holder will also be expected to take and make phone calls to and from the public and on occasion have face to face meetings with residents on behalf of members. The post holder will be working within a busy team dealing with a high volume of work and it is important that the post holder is able to work flexibly in response to changing priorities and volumes of work.

**Technical Knowledge and Experience:**

* Candidates must have an **u**nderstanding of the role and functions of local government and the respective roles of officers and Members and experience of working in a political environment
* Demonstrate a customer focussed approach and have a proven record of providing a high standard of customer service, in developing relationships with internal stakeholders, and in ensuring strong links between the team’s work and residents’ needs and priorities.
* Ability to effectively manage relationships with colleagues across the Council and partners, to achieve outstanding results
* Experience of delivering high quality, customer-focused services that meet the needs of elected Members (or a leadership team) to help them carry out their roles effectively (e.g. diary management, document preparation for meetings, following up on outstanding items / actions etc.)
* Ability to provide a frontline customer service, handling sensitive case enquires on behalf of elected members
* Experience of maintaining a pro-active awareness of wider developments affecting the provision of public services; using this knowledge to inform your daily tasks and policy development
* Ability to research and analyse issues / data from different perspectives and obtain all relevant information before taking action or making recommendations
* Ability to work effectively in a fast changing and dynamic working environment

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**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

*The Camden Way illustrates the approach that should underpin everything we do through five ways of working:*

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>