**This supplementary information for the Chief Officer Support Resource Manager is for guidance and must be used in conjunction with the Job Capsule for The Business Support Job Level 4 Zone 1 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:**

To ensure excellent levels of support are provided to Executive Directors, Directors and associated management teams across the 3 Directorates. Working alongside the Executive Support Leads (ESLs) to ensure consistent support is provided in an efficient, joined-up and professional manner, enabling chief officers to focus on delivering the strategic objectives of the Council.

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

* To lead on the performance management procedures for the Chief Officer Support group of staff including, providing support and guidance to ESLs on absence monitoring procedures, underperformance, flexible working requests and Oracle updates.
* Lead on the collation and updating of the PA and ESL annual leave rotes, cover arrangements and PA crib sheets, ensuring effecting resourcing across all 3 teams.
* Responsible for the recruitment, on boarding and induction of Chief Officers and PA’s
* Lead on arranging training and cross-team meetings for the 3 directorates
* Regular workload reviews for the Chief Officer Support- Business Support Officers
* Responsible for the Hospitality register updates and implement ‘conflict of interest’ recording
* Responsible for the updating of the Internal (Essentials) and external (.gov.uk) corporate structure charts up to tier 3 and web author to Chief Officer support related pages
* Lead Officer for a review of portfolio support (deep dive), and redefining support across the portfolios
* Lead on managing the regular review of team agreements to ensure a flexible, responsive and professional Chief Officer Support service.
* Working alongside the ESLs to develop a wider team that is focused on delivery within agreed service standards and that is empowered to work creatively in developing innovative solutions that produce efficiencies and improve the customer experience
* Ensure that teams are self-managing and that resources are utilised in the most effective way across the Chief Officer support function
* Work in partnership with officers across the Council to oversee support to elected Cabinet Members by ensuring regular Cabinet Member briefings, including having the political awareness and sensitivity to address issues appropriately.
* To collaborate with directorates, delivering solutions to challenges and identifying areas of improvement for elected Members, Directorates and for the wider Chief Officer Support Group
* Represent and communicate on behalf of Chief Officers, acting as the main point of contact for enquiries from internal and external stakeholders where relavant, ensuring high levels of customer service are delivered.
* Alongside ESLs, to co-ordinate key information related to directorate work, implementing and maintaining shared information protocols.

**People Management Responsibilities:**

* No direct people management however will work closely with the ESLs to manage the staff over the 3 Directorates (15+)
* Responsibility for coaching and developing all team members, with a focus on empowering and enabling staff.
* Work in close collaboration with Executive Support Leads to ensure that teams are effectively developed, have the right skills and work together across teams.

**Relationships;**

The post holder will be required to liaise with various teams and services across the organisation. Key contacts will include Chief Officers, Cabinet Members and Elected Members, Officers across all directorates and members of the public. Whilst supporting the leadership of Camden and Cabinet Members, the postholder is likely to encounter matters that are confidential, contentious and complex and where the potential outcome is likely to require considerable discretion.

**Work Environment:**

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based and the postholder will be expected to work at other sites and to provide cover for similar roles. The postholder will be expected to work as an advocate in modelling new ways of working by using innovative and imaginative thinking to enable the success in adopting flexible working practices.

**Technical Knowledge and Experience:**

* People management, coaching and performance management skills with the ability to lead a large team to ensure delivery of a consistently high level of performance, quality and customer care.
* Ability to communicate and negotiate with confidence at high level discussions, understanding the bigger picture and strategic direction of the Council.
* Excellent practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes.
* Ability to work on own initiative, delegate appropriately, and to plan and prioritise work to manage conflicting priorities, meet delivery deadlines, targets and agreed work standards, with minimum supervision
* Appreciation of confidentiality requirements within the workplace and the ability to use tact and diplomacy effectively.
* Excellent organisational skills and ability to manage a complex and varied workload with a flexible and innovative approach to work
* High level of personal drive and energy and the ability to sustain effort and performance.
* Ability to make accurate, logical & considered judgements.
* Previous experience of providing quality business management support for senior management level.