**Job Profile**

**Member Support Officer**

**Level 3 Zone 2**

**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. We are making radical social change a reality, so that nobody gets left behind. Here’s where you can shape and influence a better future for us all.

**About the role:**

Member Support officers will work closely with the councillors and the Cabinet Office, to support 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.

**In the role you will**

* Support councillors to deliver their leadership and advocacy role within the community to effectively influence the work of the council.
* Assist councillors with their casework, logging, monitoring and drafting correspondence which will include a high level of problem-solving in more complex cases, ensuring responses are of high quality.
* Challenge and support the organisation to understand its performance and improve services to deliver the Camden Plan outcomes
* Support Members to navigate expert support and advice across the council and in new areas of work, as required
* Linked to Camden Plan outcomes, provide other support to Members which may include community engagement and consultation, research and data analysis, policy development, performance management and service improvement
* Work collaboratively with ward Councillors and Champions on aspects of strategy, policy, improvement and transformation in key areas of work across the organisation – including supporting the cross-cutting council-wide outcomes approach
* Provide a high-quality research, briefing and advisory service for Members on a range of issues both as they arise, and proactively.
* Contribute to evidence-based policy making through effective use of research and intelligent use of data and information
* Support the development of innovative and effective policies and strategies to achieve outcomes for residents and communities You will work with ward councillors to achieve local initiatives

**People Management Responsibilities:**

The post has no line management responsibilities, but the post holder may be required to manage staff/resource on individual projects for which they are Project Manager and other activities that they may be leading on.

**Relationships:**

You will operate and maintain effective working relationships within a complex and, at times highly sensitive and political framework where confidentiality and discretion must be observed at all times.

Whilst remaining politically neutral at all times, you will need to demonstrate political sensitivity and the ability to work effectively with all councillors. You will require a high degree of political astuteness in your daily contact with the Members, chief offices, council staff, residents and external stakeholders.

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

You will be expected to develop and maintain excellent relationships across the organisation as appropriate.

**Work Environment:**

1. The post-holder will be working flexibly as part of a team in a hot-desking environment.
2. The post holder will be based at the Crowndale Centre/Town Hall in the main and may be required to work occasional evenings and weekends (time off in lieu or flexi will be available).

**About you**

* You will have an up-to-date understanding of the public policy arena and issues affecting local government
* You will have a sound knowledge of Camden’s’ Corporate priorities
* You will be politically astute with 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
* Good analytical skills and the ability to carry out and understand research
* 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

* Effective written and oral communications skills and proven ability to present complex information in appropriate and accessible ways
* Ability to demonstrate a collaborative approach establishing mutual trust and support within the council, partners and councillors
* 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

**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](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**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](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) 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,

**Chart Structure**

