

Job Title: Member Support Team leader

Job Grade: Level 4:2

Salary range: £42,687 - £49,515

About Camden

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

Camden's elected Members are an integral part of our journey forwards. Members provide an important bridge between Camden's communities and the council. As well as being an advocate for our residents and signposting them to the right people at the council, Members also keep them informed about the issues that affect them. They represent the people of Camden and give voice to their concerns with officers across our services. Supporting Members in their roles ensures that this important aspect of our governance structure runs effectively and efficiently.

Role Purpose:

To assist in the leadership and management of a team of officers whose main purpose is to provide support to all elected members in delivering their various roles and supporting the council in delivering a range of strategic functions.

The postholder will assist the Head of Member support to provide oversight of the Member Enquiry process, driving improvements through evidenced insight from issues arising from the process.

Example outcomes or objectives that this role will deliver:

- Working with the Head of Member Support you will work collaboratively with ward Councillors and Champions to deliver their leadership and advocacy role within the community and to effectively influence the work of the council.
- To assist councillors with their casework, logging, monitoring and drafting correspondence which will include working with the Leader to provide a high level of problem-solving in the most- 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
- Working collaboratively, you will help ensure the service delivers a high level of customer care and operates as an excellent frontline team for members
- In the absence of the Head of Member Support, working with the Head of the Cabinet Office and/or the Head of Participation and Partnerships, other support to members may include: community engagement and consultation, research and data analysis and policy development

People Management Responsibilities:

- To assist the Head of Member Support to carry out day to day management of the workload of the team, ensuring all commitments are met including adequate office cover.

Relationships:

- Ability to develop effective working relationships with members, chief officers and council staff and a wide variety of stakeholders and public/private sector partners
- Whilst remaining politically neutral the post holder 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.

Work Environment:

- This post is mainly office based but there is some flexibility to work from home. The post holder will be expected to work flexibly which may mean occasional evening or weekend work.
- The post holder on occasion may be required to support councillors in their communities or constituencies.

About you

- You have a good understanding of the role and functions of local government and the role of elected members
- You will have detailed understanding of the challenges facing local government and are proactive in scanning and identifying challenges and opportunities facing Camden and the wider public sector
- You are politically astute and have a good understanding of the complexities of the relationship between officers and elected members
- Effective written and oral communications skills and proven ability to present complex information in appropriate and accessible ways
- You will have experience of working collaboratively at a senior level across teams within a complex organisation and externally to help resolve issues on behalf of residents and councillors

- You will have the ability to analyse complex data and discuss performance issues with senior managers in order drive improved service delivery and drive-up customer care.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. This role is at the heart of the Council, and you will help define how your skills and experience can best support the senior leadership of the Council. 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?

No

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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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,

