

Business Support Team Leader

Salary £20,576 to £24,964

37 hours per week

Permanent

Legal and Democratic Services, Andover

Are you an experienced Administrator able to lead a small team of people?

We need a highly organised person with office experience, able to handle a multitude of varied tasks under their own initiative and happy to work in a busy environment. You will have the ability to display discretion when dealing with sensitive information and hold a positive attitude to requests for action outside the normal scope of duties.

Your duties will include:

- Providing a full range of administrative support to the Head of Legal & Democratic Services and to the wider team
- Providing support services to elected Members of the Council
- Managing your own busy workload and that of a small administrative team
- Proof reading and formatting documents and reports using Microsoft Office and other software applications
- Ensuring the timely and accurate production of complex agendas for a wide range of meetings
- Taking and producing minutes

You should have 5 GCSEs at grade C or above (or equivalent) including English, be proficient in the use of Microsoft Office applications and be confident in the use of technology. You should have 2 years relevant senior administrative experience.

You must be able to work in a team, manage in a positive and tactful manner and be well organised.

For an informal discussion about the post please contact Karen Dunn, Head of Legal and Democratic Services, on 01264 368410.

For more information or an application form please visit our [website](#). Alternatively you can contact our Human Resources Team on, 01264 368106 or email jobs@testvalley.gov.uk

Closing date for return of application forms is noon Monday 18 June 2018.

Interviews will be held on Thursday 21 June 2018.

COMMITTED TO EQUALITY OF OPPORTUNITY IN EMPLOYMENT AND SERVICES



Job Description & Person Specification

Job Title:	Business Support Team Leader	Job Reference:	
Service:	Legal and Democratic Services		
Location:	Beech Hurst, Andover	Grade:	HG6
Reports to:	Democratic Services Manager		
Date:	May 2018		
Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:			
Accountability, Ambition, Empowerment, Integrity, Inclusiveness.			
Main job purpose			
To provide administrative support to the Head of Legal and Democratic Service and the Democratic Services Manager.			
To provide general administrative support to colleagues in the Service as required.			
To provide administrative support to the Leader of the Council and general support to Members.			
To manage a small team of administrative staff within the Legal and Democratic Service.			
Main responsibilities and duties			
<ul style="list-style-type: none">• To undertake the production of agendas for the Council, Cabinet and Committee meetings.• To produce from pro formas, templates and instructions, documents for the legal staff within the service.• The administration of databases and electronic and manual filing systems.• Setting up meetings and taking minutes• Signposting queries from elected Members• Provision of support services to the Leader of the Council and Members ensuring that they have the equipment and stationery required and to carry out any administrative support required.			

- To provide general administration support for the Service
- To provide support for the Civic Office when the Mayor's Assistant is unavailable.
- To collate and input data on key performance indicators.
- To manage a small team of administrative staff who assist with the above functions.
- To undertake such other tasks as may reasonably be required from time to time.

To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.

NB The particular duties and responsibilities attached to posts are of necessity in many cases somewhat difficult to define in detail, and may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

Supervision and management

The postholder will manage a small team (1.5 FTE) of administrative staff.

Resources

N/A

Contacts and relationships

The role involves regular contact with the Leader of the Council, the Mayor and Deputy Mayor and elected Members.

In addition the role will have daily contact with senior officers across the Council.

Working environment

This is an office based role.

CRITERIA Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	ESSENTIAL DESIRABLE
Educational and professional qualifications	
<ul style="list-style-type: none"> ▪ 5 GCSE's at grade c and above including English (or equivalent) 	E
<ul style="list-style-type: none"> ▪ Excellent ICT skill including typing and Microsoft office. 	E
<ul style="list-style-type: none"> ▪ Further qualification or evidence of training in computer skills 	D
Knowledge	
<ul style="list-style-type: none"> ▪ Knowledge of the working of local government 	D
Experience	
<ul style="list-style-type: none"> ▪ Significant experience of working in a busy administration environment 	E
<ul style="list-style-type: none"> ▪ Experience of managing an administrative team 	D
<ul style="list-style-type: none"> ▪ Experience of working in a politically sensitive environment 	D
Key skills	
<ul style="list-style-type: none"> ▪ Excellent verbal and written communication skills ▪ Accuracy and attention to detail ▪ Be able to communicate effectively and confidently with Members, Officers and the public. ▪ Demonstrable skills in administration, together with the ability to effectively manage a complex workload ▪ To be self-motivated and have the ability to work on your own initiative in an organised manner ▪ Ability to exercise diplomacy and sensitivity when handling enquiries and co-ordinating responses. 	All Essential
Personal qualities and behaviours	
<ul style="list-style-type: none"> ▪ Ability to prioritise workload and meet varying deadlines 	All Essential
<ul style="list-style-type: none"> ▪ Ability to work effectively and efficiently under pressure. 	
<ul style="list-style-type: none"> ▪ Ability to operate in a political environment 	

<ul style="list-style-type: none"> ▪ Commitment to customer service and satisfaction ▪ Ability to interact appropriately with elected members ▪ The ability to be innovative and creative, with a 'can do' approach ▪ Able to work under pressure and meet deadlines whilst ensuring clarity of communication at all times. ▪ Able to work as part of a team 	
Other Factors	
<p>Able to work outside normal business hours on occasion when required</p> <p>Must be able to travel to Hampshire wide locations and occasionally to further locations some of which may not be easily accessible by public transport</p>	
Corporate Responsibilities	
<p>All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:</p> <p>Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.</p> <p>All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.</p> <p>Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.</p> <p>Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.</p> <p>Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.</p> <p>Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.</p> <p>Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.</p> <p>Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.</p>	