

LONDON BOROUGH OF LEWISHAM JOB DESCRIPTION

Designation:	Senior Governance Support Officer	Grade:	SO1
Reports to (Designation):	Policy, Complaints & Governance Manager	Grade:	
Directorate:	Children and Young People	Section:	Families, Quality and Commissioning

Main Purpose of the job:

To deliver a wide range of both routine and more complex administrative tasks in order to support the effective and efficient delivery of services across CYP leadership team and wider directorate.

To provide customer-focused, efficient and effective administrative and clerical support to the CYP directorate, through direct support to a number of Directors and the directorate, including project support where required.

Regularly undertake research, information gathering and policy work on a range of complex issues relating to the activity of the Directorate.

To support the accuracy, maintenance, and development of data and information systems in response to changing needs and to ensure effective implementation and review.

To map and effectively track directorate reporting, activities and inspections.

To coordinate administrative functions as required by the service. Supporting the Directors through understanding of their priorities to forward plan agendas, ensure key actions are followed up, synthesise and understand complex information relating the business of the division.

Summary Of Responsibilities And Personal Duties:

General Administrative Support

1. Receive, sort and distribute incoming and outgoing mail and contacts (including via electronic systems) for the divisions.
2. Effectively use Microsoft tools such as PowerPoint and Word to ensure high quality, professional output for presentations and other documentation for Directors and own work.
3. Maintain diary and plan workloads of Directors, liaising with other Support Managers and Officers to ensure proper co-ordination across the directorate and the Council.

4. Set up and maintain administrative systems to ensure the effective forward planning, record keeping, organisation and retrieval of business, including SharePoint, filing systems, absence and leave recording, and processing and input of invoices.
5. Service meetings chaired by the Director through the preparation and dispatch of papers, producing a record of actions and ensuring appropriate follow up action.
6. Collate, print and distribute documents or materials as required by the service/directorate.
7. Organise and support the delivery of meetings, events and training courses (including preparing papers, inviting attendees ,booking venues or catering and arranging travel/accommodation). React effectively and in a timely manner to the varying demands and deadlines set/requested by Directors
8. Take accurate minutes or notes at meetings, panels or other events (including more complex or sensitive situations), ensuring confidentiality is maintained at all times.
9. Support the maintenance of records and monitoring for service budgets, contract registers and other service records.
10. Manage all internal queries and information requests (only referring more complex queries to Team Managers or Team Leaders). Process and draft Council questions, freedom of information requests, complaints, casework and members enquiries.
11. Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection (reporting all concerns to an appropriate person).
12. Provide basic information on individual services, processes or legislation/procedures and signpost to other sources of information (including relevant officer or service).
13. Extract information from systems or databases and provide reports to managers as part of service, departmental, organisational or national reporting requirements.
14. Provide basic and more complex project management support as requested.
15. Raise Purchase Orders (PO's) and process invoices and be responsible for authenticating invoices and payments in accordance with the Council's financial procedures and regulations.
16. Undertake general office management tasks, including supporting Business Continuity and Health & Safety processes, completing Display Screen Equipment (DSE) or other risk assessments and maintaining corporate registers or contract lists.
17. Research and collate information for complaints and Freedom of Information (FOI) requests, in support of the directorate, liaising with staff and managers to ensure that deadlines are met.
18. Coordinate recruitment activity for temporary and permanent staff (in conjunction with individual services and HR)
19. Work flexibly across the CYP directorate to provide cover for other officers as required.

Service Specific Support

20. Participate in multi-disciplinary projects as required and provide regular feedback on progress.
21. Maintain milestone trackers to manage the range of activities and functions carried out by the directorate and support future planning. Advise Directors on key issues within the division, directorate or Council that require attention or focus.
22. Provide basic information on individual services, processes or legislation/procedures and signpost to other sources of information officer or service). Proactively maintain an awareness and understanding of matters, priorities and key issues affecting the Directorate and its services.
23. Cross reference information across a number of systems to check for anomalies and quality assurance.
24. Create, maintain and update information on systems and databases using key systems such as EHM, LCS, ContrOCC, Business Objects, Oracle and iCasework.
25. Maintain financial records and report on as necessary to ensure accurate recording and compliance with relevant rules and procedures.
26. Prepare reports, and other communications, files and related documents for approval and review.
27. Receive and co-ordinate FOI requests for the directorate, liaising with directorate and corporate services to obtain the information requested, within the statutory timescale.
28. Research incoming complaints and enquiries, preparing background information and further details for discussion with manager, to decide how cases should be handled.
29. Liaise with relevant staff to ensure complaint investigations are carried out efficiently and effectively.
30. Undertake both basic and more complex information searches when required (using the internet, intranet or other sources).
31. Attend a range of meetings for and on behalf of Directors taking notes and reporting back as necessary.
32. Extract information from systems or databases and provide reports to managers as part of service, departmental, organisational or national reporting requirements.

Other Duties

33. Ensure that highly sensitive information is dealt with appropriately and that business support is delivered in accordance with the principles of the Data Protection Act 1998 and the General Data Protection Regulations 2018.

Internal Contacts: Including: Officers and managers from all services with CYP directorate.

External Contacts: Including a range of suppliers and partners including, IT systems, police, public sector, voluntary sector etc.

Number of fully managed staff: O

Title:	Grade	No of posts
Number of partially managed staff: O		

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Senior Governance Support Officer

DEPARTMENT: Strategy & Improvement

GRADE: SO1?

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**

Understanding of how equality and diversity relates to this post. **S**

Knowledge

Excellent understanding of the organisation, management and control of administrative, business support and customer contact processes. **S**

Good understanding of the role and functions of local government and the key issues facing local government, particularly in an inner London context **S**

Understanding of the legal and financial framework within which local government operates, and of its role within the local community **S**

Aptitude

Ability to effectively develop and implement a wide range of administrative, business support and customer contact processes.

Ability to research information and produce accurate management information in a range of formats.

Ability to work with minimal supervision, planning and organising a varied workload within a changing environment to meet tight deadlines on a day-to-day basis.

To work on own initiative, at pace and manage sensitive situations.

Ability to work in partnership within the Council and with a range of external agencies and organisations.

To work flexibly and in innovative ways.

To work to priorities and to meet deadlines and timetables.

Able to maintain discretion and tact when dealing with confidential information.

To establish effective support networks within Members, officers and partners

Skills

Excellent ICT skills including spreadsheets, databases and word processing. **S**

Confident user of core business ICT systems (including but not limited to LCS, EHM and Microsoft packages).

Excellent verbal and written communication skills, with a high level of numeracy. **S**

To communicate effectively with a wide range of audiences, in writing and in person

Skills to write good quality reports, briefings, minutes and communications materials at short notice and with minimal supervision **S**

Highly developed customer care skills, including an ability to deal sensitively with a wide range of customers and maintain good relationships with internal or external partners (within the public, private and voluntary sectors).

Excellent organisational and time management skills.

Experience

Good demonstrable experience of providing a high-quality and comprehensive administrative service, delivering core business processes to agreed performance standards. **S**

Working and communicating with senior officers, elected Members and key partner organisations in often sensitive situations, or, communicating at a senior level in similar organisations

Compiling information from a number of sources, undertaking research, analysis, and preparing reports and briefings based on findings.

Of undertaking research and preparing policy advice and reports on a range of complex and sensitive issues

Good demonstrable experience in handling contentious and confidential issues in an effective manner. **S**

Experience in working within a pressurised environment, prioritising and organising conflicting workloads. **S**

Experience of liaising effectively with both statutory and non-statutory agencies

Of arranging, attending and minuting meetings

General Education

Good standard of general education or equivalent experience.

Personal Qualities

Responsive and customer-focused attitude to work.

Flexible approach to meeting the needs of the service and a willingness to learn new skills.

Circumstances

Able to attend meetings in the evenings, to work outside normal office hours and to work beyond minimum hours as and when required to achieve deadlines.

DBS Disclosure Required? **No** ☐ **Basic** ☒ **Enhanced** ☐

Physical

Generally candidates must meet the standard Lewisham requirements for the post

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