

# ROLE PROFILE



Role profile			
<b>Title</b>	Support Assistant		
<b>Grade</b>	GRADE C		
<b>Reference:</b>	<b>N235</b>		
<b>Reports to:</b>	Senior Support Co-ordinator / Civic Support Co-ordinator (as appropriate)		
<b>Work style Definition</b>	Office based hot-desk/touch down worker		
<b>Primary purpose of role</b>	Provide administrative support to the Chief Executive Office including partnership administration and the organisation, preparation and delivery of meetings and events, provide information and research as guided. The post will support a broad range of activity, even within the setting, with opportunities to develop knowledge and skills.		
<b>Key accountabilities and key measures</b>	<table border="1"> <tr> <td> <b>Role outcomes</b> <ul style="list-style-type: none"> <li>Support the development of plans, including formal events planning. (20%)</li> <li>Develop systems to manage dependencies across the Chief Executive Office. (10%)</li> <li>Reporting requirements are met. (10%)</li> <li>Assist with the organisation of key events and meetings. (20%)</li> <li>Assist the Oversight and Governance, Communications and Engagement and Policy and Intelligence functions in the delivery of their work programmes – including other Council functions as necessary. (30%)</li> <li>Act as first point of contact for telephone calls from Officers, partner agencies, Councillors, civic dignitaries and members of the public. (10%)</li> </ul> </td><td> <b>Role measures</b> <ul style="list-style-type: none"> <li>Plans developed in an approved format.</li> <li>Systems in place to ensure organisational visibility of key priorities.</li> <li>Events planned to schedule and take place to the satisfaction of stakeholders.</li> <li>Returns are made in a timely way.</li> <li>Agendas, invitations attendees, venue bookings are in place.</li> </ul> </td></tr> </table>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>Support the development of plans, including formal events planning. (20%)</li> <li>Develop systems to manage dependencies across the Chief Executive Office. (10%)</li> <li>Reporting requirements are met. (10%)</li> <li>Assist with the organisation of key events and meetings. (20%)</li> <li>Assist the Oversight and Governance, Communications and Engagement and Policy and Intelligence functions in the delivery of their work programmes – including other Council functions as necessary. (30%)</li> <li>Act as first point of contact for telephone calls from Officers, partner agencies, Councillors, civic dignitaries and members of the public. (10%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>Plans developed in an approved format.</li> <li>Systems in place to ensure organisational visibility of key priorities.</li> <li>Events planned to schedule and take place to the satisfaction of stakeholders.</li> <li>Returns are made in a timely way.</li> <li>Agendas, invitations attendees, venue bookings are in place.</li> </ul>
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<b>Key activities</b>	<ul style="list-style-type: none"> <li>Undertake general administrative duties including paper and e-filing, photocopying, diary management and the production of event specific products, such as tickets/orders of proceedings etc. (15%)</li> <li>Perform specialised functions such as; Webcasting, Risk Management, Health &amp; Safety, FOIs, SAR'S, Information Management, Councillor Casework, managing contact with civic dignitaries/VIPs on behalf of the Lord Mayor. (10%)</li> <li>Arrange and co-ordinate agendas, meeting dates and venues for high-profile partnerships including Police &amp; Crime panel, Heart of the South West and produce accurate minutes and action points. (10%)</li> <li>Prepare and format presentations, reports and Excel charts for distribution. (5%)</li> </ul>		



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<ul style="list-style-type: none"> <li>▪ Provide some project management support through the ordered management of data relating to identified projects. (5%)</li> <li>▪ Research relevant information on the internet. (5%)</li> <li>▪ Account and monitor for a small budget (£11k) and processing of invoices (average £500). (5%)</li> <li>▪ Perform activities as directed to support Corporate and Cross-Council events. (5%)</li> <li>▪ Support management of information including attendance corporate subject matter groups as appropriate. (5%)</li> <li>▪ Provide event planning support, including room booking and organization of materials. (5%)</li> <li>▪ Produce video webcasts of the highest quality, which involves camera operation, directing webcast and live sound/vision mixing. Use of a web-based control portal to start and finish the Webcast, along with marking agenda points. (10%)</li> <li>▪ Provide support with tasks carried out in the Lord Mayor's Office the Council House and 3 Elliot Terrace. (5%)</li> <li>▪ Provide support to other Chief Executive Office functions and EAs/PAs. Work closely with specialised areas of the Chief Executive Office to deliver specific products and offers whilst furthering the post holder's knowledge, skills and experience. (10%)</li> <li>▪ Support Health and Safety Assessments, including specialist referrals. (5%)</li> <li>▪ Undertake other duties as appropriate, including deputising for staff when and where appropriate.</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ GCSE A*-C (9-4) or equivalent in Maths and English, or NVQ level 2 in Business Administration.</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ BTEC Finance &amp; Administration.</li> <li>▪ NVQ 3 Business Administration.</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience in an office environment.</li> <li>▪ Experience of working effectively as part of a team.</li> <li>▪ Carrying out research as directed.</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrable experience in an administrative and confidential environment.</li> <li>▪ Experience of setting up office systems, e.g. filing, distributing to mailing lists.</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Creative skills for problem-solving around event management, e.g. disabled access and parking, missing essential paperwork, etc.</li> <li>▪ Interpretation and judgement skills to apply information to relevant form amendments and deal with problems arising from duties such as meeting arrangements.</li> <li>▪ Communication skills to exchange information orally and in writing with staff and partner agencies.</li> <li>▪ Keyboard skills for accurate creation and editing of documents with some precision and speed for taking minutes at meetings to ensure they accurately reflect the proceedings.</li> <li>▪ High standard of customer service.</li> <li>▪ Commitment to improve the performance in the job.</li> </ul>

**Corporate standards**

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.