

ROLE PROFILE



Role profile					
Title	Support and Research Assistant				
Grade	GRADE D				
Reference:	N234				
Reports to:	Senior Support Co-ordinator				
Work style Definition	Office based hot–desk/touch down worker				
Primary purpose of role	Support with the provision of data and research to partners across the organisation for the Chief Executive Office to assist with effective performance reporting, policy development and service planning; support teams across the service with a broad range of activities including the co-ordination of civic events, support with democratic procedures, assistance with the organisation of key meetings; analysing and interpreting complex data.				
Key accountabilities and key measures	<table border="1"> <thead> <tr> <th>Role outcomes</th><th>Role measures</th></tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Support the development of key reports. (15%) Work with other business areas as directed to ensure key corporate priorities are achieved. (5%) Interpret and analyse information and research. (5%) The job involves working within recognised procedures and with support from advisors and line manager. (5%) The postholder will need to be able to work autonomously at times and to be able to manage their own workload, and encourage others to deliver to timescales. (10%) Ensure the Oversight and Governance, Communications and Engagement and Policy and Intelligence functions are supported in the delivery of their work programmes. (20%) 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. (40%) </td><td> <ul style="list-style-type: none"> Reports delivered to target date. Provide support to Oversight and Governance, Communications and Engagement, Policy and Intelligence and EAs/PAs. </td></tr> </tbody> </table>	Role outcomes	Role measures	<ul style="list-style-type: none"> Support the development of key reports. (15%) Work with other business areas as directed to ensure key corporate priorities are achieved. (5%) Interpret and analyse information and research. (5%) The job involves working within recognised procedures and with support from advisors and line manager. (5%) The postholder will need to be able to work autonomously at times and to be able to manage their own workload, and encourage others to deliver to timescales. (10%) Ensure the Oversight and Governance, Communications and Engagement and Policy and Intelligence functions are supported in the delivery of their work programmes. (20%) 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. (40%) 	<ul style="list-style-type: none"> Reports delivered to target date. Provide support to Oversight and Governance, Communications and Engagement, Policy and Intelligence and EAs/PAs.
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Key activities	<ul style="list-style-type: none"> Support with the management of key stakeholders, liaise with dignitaries as required to support the smooth running of civic events. (5%) Co-ordinate key meetings to support the organisations' forward plan. (10%) Support the development of specific work programmes. (15%) Input information onto the web or intranet. (5%) Arrange and co-ordinate documents, meeting dates and campaign plans. (10%) 				

	<ul style="list-style-type: none"> ▪ Undertake analysis and policy research including analysing and interpreting complex data. (10%) ▪ Support with the production of performance-monitoring information, surveys, research collection of data and storage including key performance returns. (10%) ▪ Assist with the design of assessment and evaluation systems and assist in the implementation of procedural changes. (5%) ▪ Plan and perform activities linked to corporate and cross-council events including supporting with tasks carried out in the Lord Mayor's Office and Council House. (5%) ▪ Perform a wide range of administrative duties and specialised functions such as; Webcasting, Risk Management, Health & Safety assessments including specialist referrals, FOIs, SAR'S, Information Management and Councillor Casework. (10%) ▪ Produce video webcasts of the highest quality. Involves being responsible for the care and use of expensive camera equipment and its 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. The post holder would be required to be in stationary sitting or standing position for long periods of time and on a regular basis, with little to no opportunity to move. (10%) ▪ Provide event planning support including room booking and organising materials. (5%) ▪ Undertake other duties as appropriate
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Knowledge and understanding of the Council's organisational priorities. ▪ GCSE A*-C (9-4) or equivalent in Maths and English or NVQ level 2 in business administration.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Experience of developing dependency plans. ▪ Experience of working across a number of teams. ▪ Experience of managing conflicting priorities. ▪ Knowledge of the organisations' constitutional requirements. ▪ Understanding of governance and decision making.
Essential experience	<ul style="list-style-type: none"> ▪ Proven organisational skills to prioritise and plan workload. ▪ Experience of using ICT including Excel to intermediate level or above to analyse and interpret data and prepare reports. ▪ Experience of preparing reports or presentations. ▪ Experience of working within an office environment. ▪ Experience of setting up office systems.
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of project management.
Essential skills	<ul style="list-style-type: none"> ▪ High standard of customer service. ▪ Problem-solving or creative skills to analyse and interpret complex information. ▪ Ability to work on own initiative and manage time and tasks to tight timescales. ▪ Communication skills required to exchange sensitive information. ▪ Keyboard skills to input data, type reports, research on the internet, prepare for

	<p>briefs, send and receive emails, managing statistical information and for general office duties.</p> <ul style="list-style-type: none">▪ Planning skills to develop future action plans, activities or events in the short to medium term.
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<p>Corporate standards</p> <ul style="list-style-type: none">▪ 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.
