

HARBOROUGH DISTRICT COUNCIL – JOB DESCRIPTION

POST TITLE: Corporate Support Team Leader

GRADE: 6

SERVICE AREA: Corporate Services POST NO:

RESPONSIBLE TO: Complaints and Information Governance Officer, Corporate Services

RESPONSIBLE FOR: 2 x PA Support to Corporate Management Team & Leader of the Council, 1 x Administrative Assistant (Legal and Corporate Services)

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

- This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
- This is a politically restricted post.

DATE ISSUED: July 2025

JOB PURPOSE:

- To support the Information Governance Officer in the development and maintenance of systems and processes that promote the accurate recording, secure storage, and appropriate retention of the Council's data and information. This includes ensuring the effective and compliant use of case management and document management systems in accordance with records management principles, the Council's Information Management Policy, and all relevant information governance legislation and regulations.
- To act as the Deputy for the Information Governance Officer as required, undertaking roles and duties to ensure that Corporate Services runs smoothly and provides resilience for the council's role in Complaints management, Freedom of Information and UK GDPR compliance.

- To provide high level personal support to the Chief Executive, this will include but is not limited to ensuring there is provision for diary and email management, meeting support, travel arrangements, drafting of correspondence and undertaking research and project-based work as required. The nature of the work involves a high level of political awareness and an ability to communicate effectively at all levels within the organisation and with outside customers and partners. The nature of the position means that the post holder will regularly deal with sensitive and confidential information and must display high levels of tact and diplomacy at all times.
- To manage the day-to-day activities of the CMT Support Team and Administrative Assistant. This will include but is not limited:
 - to supporting and advising the team through regular 1:1 and team meetings, setting short-, medium- and long-term goals, allocating workloads, monitoring quality of work produced by the team, performance management, carrying out the appraisal process, identifying training needs and preparation of team and individual development plans;
 - approve leave requests, manage sickness and the return-to-work process, ensuring adequate cover and a seamless service to all CMT Members during sickness and leave periods. Manage the return-to-work procedure working within the guidelines of the Attendance Management Policy & Procedures. This will include undertaking absence review meetings.

JOB ACCOUNTABILITIES:

- To support the Information Governance Officer in the development and maintenance of systems and processes that promote the accurate recording, secure storage, and appropriate retention of the Council's data and information. This includes ensuring the effective and compliant use of case management and document management systems in accordance with records management principles, the Council's Information Management Policy, and all relevant information governance legislation and regulations
- Assist in the development and implementation of compliance toolkits, policy frameworks, and practical guidance to support the Council's obligations under information governance legislation, including data protection and records management requirements. Promote consistent and compliant storage and retrieval of both manual and electronic records, supporting services with adherence to the Document Retention Policy and associated schedule. Provide support and guidance to officers to ensure best practice in information handling and documentation.

- To act as the Deputy for the Information Governance Officer as required, undertaking roles and duties to ensure that Corporate Services runs smoothly and provides resilience for the council's roles in Complaints management and Freedom of Information and UK GDPR compliance
- To lead the continued development of the Corporate Management Support Team and Administrative Assistant by ensuring the provision of a seamless service to all members of CMT, the Leader of the Council and Legal Services as required and to other services on an Ad Hoc basis to meet the needs of the organisation.
- Support and advise the Team, monitor individual performance issues through training, coaching, constructive feedback and the appraisal process in accordance with objectives agreed with the Information Governance Officer.
- Ensure an adequate level of cover within the team at all times this includes approving leave and ensuring adequate cover during periods of sickness, holidays and other unforeseen absences.
- Carry out team meetings as well as 1 to 1 meetings with team members to discuss and resolve any workload issues, absence or concerns from team members.
- Maintain a close working relationship with the Information Governance Officer with regard to team objectives, workloads and performance standards.
- The post holder will work using their own initiative to respond to issues and resolve matters as they arise, reporting outcomes to the Chief Executive and Information Governance Officer as appropriate.
- To act as the first point of contact for all external communications for the Chief Executive. The post holder will be expected to act as an ambassador on behalf of the Corporate Management Team, portraying a professional persona and a positive image of the authority at all times
- Ensure effective communication systems are in place to liaise with colleagues, Councillors, MP's, external organisations and key individuals, answering and monitoring enquiries and questions raised. This can involve managing expectations and dealing with challenging behaviours.
- Analyse the nature and level of the response required, and recognise immediately urgent/contentious items, prioritising issues and owning the process from start to finish.
- Ensure that all correspondence is acknowledged and responded to within the Council's service standards.

- Provide high level support either personally or through the team to the Corporate Management Team and The Leader of the Council by, for example:
 - Responding in full to routine correspondence (including email) and highlighting areas of concern.
 - In liaison with the Complaints and Information Governance Officer monitor expenditure against CMT cost centres, raising and receipting purchase orders, and providing financial information to CMT Members as required
 - Checking and allocating charges to the corporate credit card, using standard forms on a regular basis.
 - Plan, organise and service internal and external meetings, producing agendas and minutes of a high standard, observing the requirements of discretion and confidentiality at all times. This may, on occasion, require working outside of core hours.
 - Managing travel arrangements - local, national and international, including responsibility for budgetary control.
 - Plan, organise and co-ordinate special events and visits of external high-profile guests, maintaining the upkeep of the Council's reputation at all times.
 - Undertaking project work on a regular basis. This can involve work that is contentious, highly confidential, time specific and involves liaison with many functions within the council.
 - To produce, maintain and store financial information which can be of a sensitive nature and only available to a very small group of people.

- To uphold and display the HDC behaviour competency framework to at least level 2.

- To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies.

- Provide assistance to the Returning Officer and Deputy Returning Officer as and when required.

- To organise and manage regular team meetings as well as the appraisal process to allow for the sharing of good practise thereby assisting in the continual improvement of the service.

OTHER:

As a term of employment, the post-holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section)

mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

HEALTH AND SAFETY:

To be familiar with and at all times comply with

- The Council's general health and safety policy
- The Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and local department specific health and safety procedures as amended or added to from time to time To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective
- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – OUTLINE PERSON SPECIFICATION

JOB TITLE: Corporate Support – Team Leader					
TEAM: Corporate Services	POST NO: TBC	GRADE: Grade 6	ALLOWANCE: Casual Car User	Fixed Term: Two years	WEEKLY HOURS: 37 hours
CRITERIA FOR SELECTION: (Justifiable as necessary for safe and effective performance)		ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)		ADDITIONAL/USEFUL REQUIREMENTS (Where available, elements that contribute to improved/immediate performance in the job)	
Qualifications		<ul style="list-style-type: none"> • Good standard of general education including GCSE Maths & English at grade C or equivalent 	A,E	<ul style="list-style-type: none"> • Formal management and / or project management training qualification. 	A,E
		<ul style="list-style-type: none"> • Evidence of further education to A level standard or Level 3 NVQ qualification, preferably in Business Admin 	A,E	<ul style="list-style-type: none"> • Relevant professional qualification/membership such as RSA 	E
		<ul style="list-style-type: none"> • OR Able to demonstrate significant equivalent experience and aptitude 	A,I	<ul style="list-style-type: none"> • Willingness to undertake further admin/managerial training 	A

Experience	<ul style="list-style-type: none"> • Experience of providing executive support at a senior level within a large, complex organisation • Detailed knowledge of the complexities of providing executive support in both political and professional environments. • Line management experience. Prioritising own and relevant team members workload and managing expectations of others • Working in an environment where confidentiality is key • Responding to non-standard queries from a variety of sources such as Members of Parliament, elected members and the public • Computer literate with the ability to learn new systems quickly. Advance Microsoft skills including Office, MS Teams and document management 	A, I, A, I A, I A A, I A, I	<ul style="list-style-type: none"> • Experience of working in a local authority • Experience of working with press and media enquiries • Clear knowledge and understanding of what effective executive support services look like in practice and how they are developing in the future. • Experience of budget management. 	I A, I A, I A
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Knowledge	<ul style="list-style-type: none"> • Understanding of data protection requirements • Understanding of access to information legislation. • Working within organisation rules and procedures (Constitution) 	<p>A</p> <p>A</p> <p>A, I</p>	<ul style="list-style-type: none"> • Ability to identify and obtain relevant facts and ability to acquire a working knowledge of the political environment and service areas and the issues impacting them. 	A
Skills	<ul style="list-style-type: none"> • Able to supervise staff including managing team performance issues • Able to demonstrate the ability to motivate others 	<p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> • Ability to work with diverse partners • Able to accurately type a minimum of 60 wpm 	<p>A, I</p> <p>A</p>

	<ul style="list-style-type: none"> • Able to demonstrate initiative and identify and implement new and efficient ways of working 	A, I		
	<ul style="list-style-type: none"> • Excellent verbal and written communication skills. Must be able to communicate confidently at all levels and demonstrate report writing skills and meeting administration such as note taking. 	A, I		
	<ul style="list-style-type: none"> • Time management. Must be able to manage own workload and work to deadlines. 	A, I		
	<ul style="list-style-type: none"> • A high level of organisation and co-ordinating skills. 	A, I		
	<ul style="list-style-type: none"> • Able to assertively, diplomatically and tactfully challenge others. 	I		
	<ul style="list-style-type: none"> • Sound analytical and decision making skills 	A, I		
	<ul style="list-style-type: none"> • • Able to interpret complex information quickly and prepare a summary of the key points 	A, I		

	<ul style="list-style-type: none"> • Able to demonstrate resilience • Able to work as part of a team in a challenging and changing environment • Assertive and confident approach. • Discreet and the ability to ensure confidentiality of information to the highest levels • Ability to work completely on own initiative and to problem solve. • Excellent attention to detail with an eye for accuracy. • Ability to effectively network with others and to build strong working relationship inside and outside of the organisation. 	A A A, I A, I A A, I		
Application Legend	A = Application Form	I = Interview	T = Test/ assessment	E = Evidence