

Job Description

Service:	Corporate Support team
Job title:	Team assistant – Corporate Support team
Grade:	C
Hours of work:	37
Responsible to:	Senior Corporate Support and Events Lead
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

To provide support to the senior leaders within the Council as a member of the Corporate Support team, under the direction of the Senior Corporate Support and Events Lead.

Key Deliverables:

- Working predominantly under the direction of the Senior Corporate Support and Events Lead but also closely with the other Corporate Support team members and wider senior leadership team as required.
- Organising meetings, booking rooms and catering, parking spaces etc as required.
- Supporting the senior team and CEO with ad hoc requests, independently in the absence of the Senior Corporate Support team.
- Managing the Council's document sealing process for the attention of the Chief Executive, liaising with internal Legal teams to ensure documents are accurately prepared, recorded and progressed in a timely manner.
- Maintaining the corporate complaints log, referring correspondence to the relevant service areas, monitoring progress and forwarding approved responses to external parties, including residents, MPs' offices and other stakeholders.
- Managing admin support including Purchase Orders, expenses etc, purchasing supplies etc.
- Managing the Corporate Support and Corporate calendars and inboxes.
- Proactively managing queries and resolving where possible.
- Contributing to projects being undertaken across the Council.
- Contributing to the delivery of corporate initiatives including the creation of presentations using the Microsoft Office suite of products.
- Liaising with other bodies on behalf of the senior leaders with regard to background information for meetings and events.
- Undertaking research to support specific project work and assisting in the creation of high quality, accurate documents.
- Contributing to the organisation and planning of corporate events and conferences; working with service divisions as appropriate.
- Assisting with or managing the overall collation and distribution of documents and papers for meetings to ensure that meeting attendees have access to the correct paperwork.
- Handling sensitive information and original paperwork in accordance to agreed procedures and guidelines, always maintaining confidentiality.
- Undertaking any other work appropriate to the level and nature of the post.

The above is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable to respond to other duties that may be required from time to time and the changes and developments within HDC.

Essential	Desirable
Knowledge and Qualifications 5 GCSE's or equivalent. A-C (incl. English and Maths)	- Administration or management qualification 2 or more 'A' levels or NVQ level 4 or equivalent
Experience - Strong customer focus - Prioritising/managing conflicting demands	Service delivery in a public sector organisation
Skills and Abilities - Good keyboard skills - Ability to communicate through IT using (Windows) Microsoft products - Willingness and appetite to learn and pick up new skills - Solid literacy and numerical skills are essential - Ability to follow instruction but also use initiative and work independently where required - Attention to detail (key) - Problem solving and research skills - Good interpersonal skills, displaying tact and discretion - Adaptable and flexible	Knowledge of Council procedures
Decision Making and Impact on Others - Generates new ideas and creative solutions - Is not afraid to suggest new ways to do things. - Makes effective decisions under time pressure	
Communication with Internal and External Customers	

• Develops and maintains productive relationships with internal and external customers • Seeks to understand the underlying need when being assigned work/asks questions • Delivers what they have agreed with the customer • Seeks to exceed customer expectations • Friendly, approachable, and polite, but able to be assertive when required.	
Personal Attributes and Other Requirements • Is prepared to adapt their approach to overcome obstacles • Responds constructively to a change in agenda or priorities • Re-prioritises appropriately when faced with a change in requirements • Ensures the effective and efficient use of time and resources • Able to schedule tasks to ensure deadlines are met • Ability to deal with a wide variety of people and to deliver activity through others • Ability to work on own initiative as well as contribute within a team • Observes strict confidentiality • Desire to learn and gain experience	
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.

	Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.