



**CHIPPENHAM  
TOWN COUNCIL**  
Improving the quality of town life

Job Title: Corporate Support Officer  
Reporting to: Chief Executive  
Contract: Permanent  
Hours: 37 hours per week  
Salary: SCP 19 to 24

### **PURPOSE OF THE ROLE**

- To provide pro-active, comprehensive and confidential support to the Chief Executive (CE) and the Corporate Management Team (CMT) delivering and co-ordinating effective, responsive and pro-active administrative, organisational and logistical activities
- To support the CE and CMT and all service areas across the council, reporting directly to the CE to deliver a range of duties to support the effective and efficient management of the council

### **KEY RESPONSIBILITIES**

- To act as the first point of contact for the CE assessing priorities, redirecting calls, enquiries and requests where necessary and using own discretion; resolving issues and responding to enquiries on behalf of the CE
- Pro-actively and effectively manage all correspondence including drafting high quality correspondence, reports and presentations ensuring deadlines are met and undertaking research to enable informed responses
- Arranging attendance at conferences, training and other events for the CE, CMT and the Leader
- Manage the CE's calendar providing all necessary paperwork in advance of meetings, co-ordinating and arranging travel, ensuring adequate preparation time is built in, manage access of Councillors to the CE
- Support the CMT with general day to day matters including processing of correspondence and liaising with partners and stakeholders
- Plan, organise and administer high level meetings and events as required

- Preparation of agendas and notes from meetings involving the CE, CMT and Councillors and meetings with key partners and stakeholders
- Developing and maintain appropriate tracking and bring-forward systems to manage actions, deadlines and information sharing
- Co-ordination and arrangement of regular Extended CMT (ECMT) meetings
- Manage individual projects as assigned by the CE
- Oversee and manage the various consultants brought into to assist the council with regard to various projects
- To ensure there is effective support to the corporate projects across the Council, including providing direct support where the CE is sponsor or chair of the project/programme board; arranging and servicing meetings, agenda planning, monitoring and chasing progress against project plans, making links between activities and carrying out research to support project goals
- To assist the Business Support Manager with the Community Donations Scheme
- To work as part of the wider team to ensure a consistent standard of administrative support to the CE/CMT and collaborate with colleagues to ensure adequate cover is provided for holidays and absence
- Lead on recruitment activities to include being the central point of contact for ECMT from advertisement and all activities within the process through to appointment and induction.
- Provide back-up to the Finance Manager with regard to the Council's payroll process.



**PERSON SPECIFICATION**

<b>EXPERIENCE</b>	
Essential:	<ul style="list-style-type: none"> <li>Local Government Experience</li> <li>High level working knowledge of the Microsoft Office suite</li> <li>Experience of working with Board level staff; Chief Executive, Directors, etc</li> </ul>
Desirable:	<ul style="list-style-type: none"> <li>Microsoft Teams &amp; 365</li> </ul>
<b>KNOWLEDGE</b>	
Essential	<ul style="list-style-type: none"> <li>The function of local government and of a broad range of partners</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>Knowledge of HR &amp; recruitment processes</li> </ul>
<b>SKILLS</b>	
Essential	<ul style="list-style-type: none"> <li>Attention to detail</li> <li>Ability to input data quickly and accurately</li> <li>Time management skills to organise the workload of the CE and CMT</li> <li>Excellent communication and observation skills</li> <li>Diplomacy</li> <li>Ability to use own initiative</li> </ul>
<b>QUALIFICATIONS</b>	
Essential	<ul style="list-style-type: none"> <li>Educated to NVQ Level 3 Business and Administration</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>Graduate in Business Management or a related subject</li> <li>Specific training relating to Executive Assistant/PA/high level support functions</li> </ul>
<b>ATTRIBUTES</b>	
Essential	<ul style="list-style-type: none"> <li>Accurate data entry</li> <li>Good team worker, but also able to work on own initiative</li> <li>Commitment to equal opportunities</li> <li>Adaptable to new or different areas of work</li> <li>Must understand the importance of confidentiality and the principles of data protection</li> <li>Able to deal with a range of people in a professional and courteous manner</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>Flexible attitude to the organisation of their work</li> </ul>
<b>COMMUNICATIONS AND WORKING RELATIONSHIPS:</b>	
<ul style="list-style-type: none"> <li>Internal</li> </ul>	<ul style="list-style-type: none"> <li>Team members within the Council</li> <li>Councillors</li> </ul>
<ul style="list-style-type: none"> <li>External</li> </ul>	<ul style="list-style-type: none"> <li>Members of the public</li> <li>Key stakeholders/partners</li> <li>Suppliers and Customers</li> </ul>
<b>WORKING CONDITIONS AND EFFORT:</b>	
Frequency and duration of physical effort	Office based using display screen equipment and use of keyboard for inputting data on a daily basis.
Level of mental effort or concentration	Required to work to tight deadlines and adapt to changing and differing work priorities. Required to concentrate for several hours at a time.