

# Job Description

## For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

### Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

#### Role Details

|                       |                                  |      |       |
|-----------------------|----------------------------------|------|-------|
| Job Title:            | Assistant Civic Services Officer | JEID | R0371 |
| Salary Grade:         | F                                |      |       |
| Team:                 | Democratic Services              |      |       |
| Service Area:         | Governance and Policy            |      |       |
| Primary Location:     | Shire Hall, Warwick              |      |       |
| Political Restriction | None                             |      |       |
| Responsible to:       | Democratic Services Team Leader  |      |       |
| Responsible for:      | N/A                              |      |       |

#### Role Purpose

To assist the Civic Services Officer in ensuring seamless and effective support to the Lord Lieutenant of Warwickshire, the Deputy Lieutenants and to the Chair of Warwickshire County Council.

At such times as are appropriate to provide a high level of administrative support to the Democratic Services team, aiding the decision-making process and supporting elected members in their roles as community leaders.

#### Role Responsibilities

- To provide support to the Civic Services Officer by:
  - Delivering general administrative support (including support for finance systems)
  - Supporting the preparations for visits made by members of the Royal Household to Warwickshire and surrounding areas
  - Assisting in the organisation of events for the Lord Lieutenant's office
  - Assisting in the organisation of events for the Chair of Warwickshire County Council
  - Supporting diary management for the Chair of Warwickshire County Council
  - Fulfilling the role of deputy to the Civic Services Officer as required.
  - Assisting in raising the profile of the office of the Lord Lieutenant through the exploration of greater use of social media (see below) as well as identifying ways in which the work of

the Lord Lieutenant and that of the County Council and its partners can complement each other.

- Providing support to the Marcomms Team in relation to the activities of the Lord Lieutenant's office and the Chair of Council.
- To travel efficiently and effectively throughout the county to work as required.
- At such times as the work supporting the Civic Services office permits, to provide support to the Democratic Services Team by:
  - Operation of the Council's system for the filming and streaming of formal committee meetings (Public-i)
  - Supporting the arrangements for formal member meetings
  - Providing such administrative support to the Democratic Services team as required. In
  - To undertake such other duties which may be allocated from time to time by the Democratic Services Team Leader.

## Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

### Essential Criteria

Assessed By:

|  |            |
|--|------------|
| Good record of academic and/or career achievement including substantial experience in the delivery of high level administrative support  | A, I, D    |
| Excellent communication skills both written and verbal, adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information                 | A, I       |
| Strong planning and organising skills with the ability to work under a high degree of pressure, meeting unpredictable deadlines and dealing with interruptions and conflicting demands | A, I, T    |
| Ability to independently interpret and analyse varied and complex information or situations  | A, I       |
| Ability to make decisions and evaluate the best course of action when faced with a problem or number of options  | A, I       |
| Strong experience of problem solving, able to simplify complex problems and deliver solutions  | A, I       |
| Negotiation, Influencing and Persuading, ability to present sound and well-reasoned arguments to convince others   | A, I       |
| Excellent IT skills including Word, Excel, social media, wider Microsoft 365 applications and databases  | A, I       |
| Finance experience, raising purchase orders and invoices as well as reconciling information  | A, I, T, P |

|   |         |
|---|---------|
| Strong attention to detail, understanding importance of delivering accurate work at all times               | A, I    |
| Experience of dealing with confidential information with tact and diplomacy                                 | A, I    |
| Resilience - manages emotions in the face of pressure, setbacks or when dealing with provocative situations | A, I    |
| Experience of working within a team and on your own initiative  | A, I    |
| Experience of working in a civic or local government environment  | A, I    |
| Excellent political awareness and sensitivity   | A, I    |
| Ability to travel effectively and efficiently   | A, I, D |
| Flexibility in working hours and work undertaken  | A, I    |

### Desirable Criteria

Assessed By:

|  |      |
|--|------|
| Project and process management skills                | A, I |
| Experience of the operation of web streaming systems | A, I |

## Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

|  |  |
|--|--|
| X Provision of personal care on a regular basis  | X Driving HGV or LGV for work  |
| X Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | X Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |

|   |   |
|---|---|
| X Working at height/ using ladders on a regular/ repetitive basis           | ✓ Restricted postural change – prolonged sitting  |
| X Lone working on a regular basis   | X Restricted postural change – prolonged standing   |
| X Night work  | X Regular/repetitive bending/ squatting/ kneeling/crouching                                       |
| X Rotating shift work   | X Manual cleaning/ domestic duties  |
| X Working on/ or near a road  | X Regular work outdoors   |
| ✓ Significant use of computers (display screen equipment)                   | X Work with vulnerable children or vulnerable adults  |
| X Undertaking repetitive tasks  | X Working with challenging behaviours   |
| X Continual telephone use (call centres)                                    | X Regular work with skin irritants/ allergens   |
| X Work requiring hearing protection (exposure to noise above action levels) | X Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| X Work requiring respirators or masks                                       | X Work with vibrating tools/ machinery  |
| X Work involving food handling  | X Work with waste, refuse   |
| X Potential exposure to blood or bodily fluids                              | ✓ Face-to-face contact with members of the public   |
| X Other (please specify):   | None  |