

# Job Description

**Job Title:** Team Support Officer  
**Department:** Community and Children's Services  
**Grade:** C  
**Location:** Guildhall, EC2V  
**Responsible to:** Team Manager  
**Responsible for:** N/A

**Appointed Candidates Signature:**

*Please sign and date here upon receiving your offer of employment*

**I confirm I have read the Job Description below:**

Full Name: .....

Signature ..... Date: .....

**Purpose of Post**

To provide high level, professional and confidential administrative and secretarial support to the People's Directorate.

**Main Duties & Responsibilities**

1. Provide high quality, confidential administrative and secretarial support to the People's Directorate. This includes the production of letters, memorandums, reports, committee reports, presentations and general typing using MS Office packages and other IT software. Ensure corporate formats and style are used, that all documents are accurate, of a high grammatical and presentational standard and that deadlines are met.
2. To deal with general enquiries in person, by telephone, email and ensure that all responses to enquiries are well researched, accurate and timely. To carry out research for projects and other administrative tasks as directed.
3. To organise and minute a range of strategic and operational meetings including but not limited to the Safeguarding Enquiries, Best Interests, Complex Needs Panel, the Hoarding, Self-neglect and Fire Risk Panel, and inspection preparation meetings. This includes upkeep of the electronic diary, planning, writing, and circulating agendas and collating and distributing papers/materials prior to meetings in a timely manner. It also includes taking, producing, and disseminating minutes within the timeframes given and organising venues - booking meeting rooms, catering and equipment as required. Managing visitors who attend the meetings and ensure meeting rooms are prepared in advance with appropriate documentation and/or equipment and that the rooms are cleared in readiness for other users.  
Provide support at meetings, some of which may be out of normal office hours.

4. To support teams in adult services to prepare for inspections such as CQC inspection, peer reviews and other inspections which may arise. This includes, organising and timetabling meetings and diaries, collating information and documentation and supporting inspection teams when on site.
5. To support the organisation and administration of any events across adult services such as consultation or launch events.
6. In line with customer care standards and with a courteous manner act as first point of contact for enquiries from other staff, Committee Members, members of the public, representatives of outside organisations, agencies etc. giving relevant information and dealing with queries where possible or using own initiative to bring matters to the attention of the relevant team members or SMT Officer.
7. To support the co-ordination of responses to Complaints and Freedom of Information requests within agreed timescales ensuring that responses sent out are accurate and to a high standard.
8. Manage confidential filing systems, ensuring that all correspondence or other documents can be retrieved with minimal delay ensuring that records and systems are kept up to date and accurate.
9. To proactively provide assistance, support and cover for the Executive Assistant to the Assistant Director, People's Services if required.
10. To raise Purchase Orders on CBIS as directed, and to use the correct financial codes when dealing with Purchase Orders or the corporate credit card.
11. Ensure procedures in relation to finance and procurement protocols are adhered to including ensuring all purchases are valid, reconciling goods and servicing received by the CoL using CBIS financial system and meeting audit requirements.
12. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
13. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
14. To undertake any other duties that may reasonably be requested appropriate to the grade.

# Person Specification

**Job Title:** Team Support Officer

**Department:** Community and Children's Services

**Grade:** C

**Trent Position number:** POS004891 and POS004890

**DBS Criterion:** Basic DBS

**Security Vetting Criterion:** No security vetting is required

**Politically Restricted Post Criterion:** This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

## Professional Qualifications / Relevant Education & Training:

- NVQ level 3 in Administration or Business Studies or equivalent skills, knowledge, and experience. (A, I)

## Experience Required:

- Experience of taking minutes at meetings, arranging diaries for managers as required, and responding to a range of communication or correspondence from Committee members, other departments and outside organisations (A, I)
- Experience of a customer care role (A, I)
- Experience of prioritising, working flexibly and time management (A, I)
- Experience of drafting reports and letters and other forms of written communication (A, I)
- Experience of diary management (A, I)

## Technical Skills & Knowledge:

- Excellent proficiency in using Microsoft Office, Outlook, Excel, Power Point (A, I)
- Good planning and organising skills (A, I)
- Ability to take accurate meeting minutes (A, I)
- Skills in the use of databases and a detailed knowledge and awareness of using the internet and the intranet (A, I)
- Good verbal and written communication skills (A, I)
- Ability to understand, interpret and constructively use information gathered in the course of duties to support the service (A, I)

## Other Relevant Information:

The post holder must be flexible in their working hours to support the needs of the business (A, I)

## Recruitment – Note to Applicants

***The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the***

***criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.***

***Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.***



# Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

## **Contract**

These two positions are offered on a permanent basis

## **Salary**

The salary range for this job is £36,900 – £40,850 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

## **Pension**

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

**The current employer contribution rate for the City of London is 21%.**

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

## **Hours of Work**

Normal hours of work are 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

## **Frequency and Method of Payment**

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.



## **Annual Leave**

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

## **Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits, for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

## **Probationary Period**

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

## **Notice Period**

One month by either party after satisfactory completion of probationary period.

## **Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

## **City Benefits**

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

## **Employee Volunteering Programme**

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks,



where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation

### **Sickness Absence and Pay**

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.