

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Members Services Officer

Vacancy ID: 009767

Salary: £17,681.00 - £18,319.00 Annually

Closing Date: 18/02/2019

Benefits & Grade

Grade E

Contract Details

Permanent

Contract Hours

37 hours per week

Job Description

The Democratic Services Unit are looking for a Members Services Officer, reporting directly to the Senior Member Services Officer, to provide appropriate support to the Civic Mayor and all elected members.

This is a key role in supporting the work of the Civic & Member Support Section, working alongside colleagues to ensure that the Mayor is adequately supported in fulfilling their role; and that each of the Council's elected members are similarly assisted to carry out their own various roles.

Principal duties will include providing support to all elected members as contained within the Be the Difference-Supporting Members to Make a Difference strategy, which includes assisting delivery of the Member Induction process and the annual Member Development Programme, as well as management of the Mayoral diary, arrangements relating to Members ward surgeries, including arranging appropriate publicity; making necessary arrangements for travel, accommodation etc. required by Members; discussing and agreeing their Personal Support Plans; and assisting with the organisation of Mayoral civic events.

The role will be part of the wider Democratic Services team and in addition the post holder will be required to undertake duties supporting the Section's Internet/Intranet content.

The post holder will be supported to become familiar with the arrangements enabling them to work effectively and provide an excellent service. The post holder will play an active role and we are therefore looking for an outstanding individual with a hunger for success who can be forward thinking with excellent communication skills.

An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

For a further informal discussion, please contact Nigel Hart, Team Leader-Civic, Democratic & Member Services, on 01642 526193; e-mail nigel.hart@stockton.gov.uk

The application form is available in alternative formats from Xentrall Recruitment Services,
Tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Administration, Democratic and Electoral Services		Service Area: Governance, Engagement, Civic & Member Services	
JOB TITLE: Members Services Officer			
GRADE: E			
REPORTING TO: Team Leader-Civic, Democratic & Member Services			
1.	JOB SUMMARY: To be responsible to the Team Leader Democratic and Member Services for the provision of a comprehensive service to all Members.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To provide support to all elected members in accordance within the Be the Difference-Supporting Members to Make a Difference strategy, including assisting delivery of the Member Induction process and delivery of the annual Member Development Programme.	
	2.	To support all elected members to access relevant ICT information liaising with ICT where required.	
	3.	To manage the provision of stationery and equipment to Members.	
	4.	To manage the arrangements relating to Members ward surgeries, including arranging appropriate publicity.	
	5.	To provide support to the civic function, including the Mayoral diary, dealing with the Mayor's correspondence and the organisation of mayoral and civic functions.	
	6	To make necessary arrangements for travel, accommodation etc., required by Members (including the Mayor).	
	7	To maintain the Members' Intranet Library	
	8	To develop and maintain an appropriate web presence including the provision of Member web pages.	
	9	To maintain the Mayoral Blog	
	10	To develop and maintain appropriate systems, relevant to Members Allowances ensuring an appropriate audit trail is maintained.	
	11	To facilitate effective information provision to members	
	12	To take reasonable care of your own health and safety and co-operate with management so far as is necessary to ensure compliance with the Authority's health and safety rules and with legislative requirements.	

	13	To assist with the training and development of employees and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	14	To undertake other duties and responsibilities commensurate with the grading and nature of the post.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

Job Title/Grade	Members Services Officer	Grade E
Directorate / Service Area	Administration, Democratic and Electoral Services	Governance, Engagement, Civic & Member Services
Post Ref:	13498/34657	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	4 GCSE grade C or above including maths and English or equivalent.	ECDL or equivalent ICT qualification.	Application form
Experience	<p>Successful record of planning, prioritising and producing work of a high standard</p> <p>Direct experience of operating within a changing environment</p> <p>Experience of working with a wide range of people</p> <p>Experience in one or more of the following areas:-</p> <ul style="list-style-type: none"> • training & development • information provision • consultation with the public 		Application / Interview

	community development		
Knowledge & Skills	<p>The ability to maintain productive working relationships with Members and with Officers at all levels within the organisation</p> <p>The ability to prioritise work and deliver outcomes within timescales</p> <p>Proven ability to work under pressure in a rapidly changing environment</p> <p>Ability to use ICT to support daily duties</p>		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • A working style which commands the confidence and respect of Officers and Members • Motivation, energy and enthusiasm • Excellent communication skills • A commitment to the Council's vision in respect of the modernising agenda 		Application / Interview
Other requirements	N/A		

Person Specification dated 15th January 2019

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.