

## **Job Description: Improvement Support Assistant**

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**Reports to:** Programme Support Coordinator / Programme Manager

**Directorate/Team:** Improvement / Improvement Coordination and Strategy

**Grade:** Grade 2

### **Job Purpose:**

As part of the Improvement Coordination and Strategy Team, provide administrative support for the Improvement Directorate functions.

### **Core Accountabilities:**

1. Provide administrative support to the Improvement Directorate teams in the delivery of local government support, leadership and localism, productivity and research and information.
2. Support the teams in the Improvement Directorate in the achievement of the LGA's priorities and objectives.
3. Support the team in the delivery of its objectives demonstrating a 'can do' attitude and adopting a flexible and resourceful approach.
4. Undertake all responsibilities with due regard to the LGA's policies and practices for Health and Safety, Equal Opportunities and Environmental.
5. Participate in relevant LGA projects that support the delivery of the LGA Business Plan.
6. Undertake any other duties and responsibilities appropriate to the post

### **Role Specific Accountabilities:**

1. To organise and support meetings including, diary management of senior managers, agenda preparation and minute taking.
2. Organise travel and accommodation bookings.
3. Provide administrative support in delivering improvement and leadership programmes.

4. Provide administrative/project support to peer challenges and other peer support delivery to councils.
5. Act as a first point of contact for enquiries, and respond to or refer enquiries as appropriate.
6. Organise and support events including venue bookings, administration of events bookings, liaising with venue managers and other suppliers, collation of speakers information and materials, preparation of delegate badges. Attend events undertaking support tasks such as registration, and handling of enquiries.
7. Transcribe outputs from events and collate customer feedback for analysis.
8. Produce, format and distribute documents and presentations following the corporate style. Proof read documents and correct for errors.
9. Maintain the electronic filing systems.
10. To organise the printing and collation of meeting papers, events materials, publications and mailings postal and electronic distribution.
11. Carry out financial administration tasks including raising and managing orders and invoices, processing expenses, and handling of financial related queries in line with finance policies and procedures.
12. Keep financial information up to date to inform budget management.
13. Establish own priorities and organise own workload ensuring that activities are organised to specification and tight deadlines.
14. Act as an effective team member providing assistance to others as requested.
15. Undertake any other reasonable duties as may be required commensurate with the level of the post.

**Relevant Contacts:**

Local authorities  
Elected Members/Councillors  
Lead member peers  
Member and officer peers  
Central Government Departments, especially MHCLG  
National and regional improvement organisations  
Employers' organisations  
Regulatory Bodies  
Public and private sector partners and providers

## Person Specification: Improvement Support Assistant

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<b>Qualifications (or equivalent)</b>	
<b>Knowledge and expertise</b>	<ul style="list-style-type: none"><li>• A good knowledge of office systems and procedures likely to have been gained from previous administrative experience.</li><li>• Experience in the use of a range of software packages including Word, Excel, PowerPoint, e-mail and the internet.</li><li>• Experience in the production of documents and the collation and maintenance of information.</li></ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"><li>• Good oral and written communication skills.</li><li>• Good organisational skills with an ability to manage own workload and priorities in order to meet deadlines, and respond to changing priorities.</li><li>• Able to work under pressure, prioritising work against competing and challenging demands to meet deadlines.</li><li>• Proven ability to multi task.</li><li>• Excellent interpersonal skills, including the ability to deal with face-to-face and telephone enquiries in a courteous and patient manner, providing a high level of customer care.</li><li>• Ability to exercise discretion and confidentiality when dealing with politicians and officers at every level and ability to demonstrate political neutrality at all times.</li><li>• Able to work with a high degree of autonomy.</li><li>• Ability to work as part of a team and a flexible approach in order to adapt to changing work requirements.</li><li>• Ability to follow clear directions.</li><li>• Experience of producing work of a high standard with a high level of attention to detail.</li><li>• A positive 'can-do' attitude.</li></ul>