

## Kent County Council

### Job Description: *Member Hub Support Officer*

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<b>Directorate:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Governance, Law &amp; Democracy</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Member Hub Supervisor</b>

#### **Purpose of the Job:**

To work as part of a dynamic team of Member Support Hub Officers, reporting to the Member Hub Supervisor, providing support to Elected Members in respect of their role as County Councillor. To undertake all aspects of support including research, technical, administrative and practical tasks as directed by the Supervisor. To ensure the smooth running of the function and to provide support and assistance to the wider service including the Office of the General Counsel and Democratic Services.

#### **Main duties and responsibilities:**

- Provide support to elected Members in respect of their role as County Councillor, with significant interaction with Members on a day-to-day basis.
- Personally adhere to all relevant statutory and constitutional requirements including Appendix 6 Part 3 in respect of Member Officer Relations. Given the unique responsibilities and interface with Members, a high level of confidentiality and integrity applies to this role.
- Assist in the smooth running of the Member Support Hub taking a proactive role in the day-to-day functioning of the service, working independently to identify issues that need resolving and problem solve as necessary, including raising proposed areas for change and improvement.
- To conduct the administration of Member Grants and Member expenses, including monitoring and approval with minimal supervision save where guidance is required.
- Manage and maintain office record systems. Good practical knowledge of computer systems, including Microsoft Word and Excel. Able to prioritise and manage own workload.
- Provide dedicated research and analysis support to Members and more broadly to the Office of the General Counsel and Democratic Services.
- Liaise with officers across all areas and levels of the organisation including Senior Officers. Proactively engage with Members to ascertain their future service requirements and apply knowledge of requirements to service delivery.
- Assist in the running of meetings and the democratic activity of the County Council, to include administrative support, support of Members in attendance and webcasting.
- Provide high level administrative, practical and technical support, to the Office of the General Counsel and Democratic Services as required, in a timely manner.
- Other duties as from time-to-time requested by management.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: *Member Hub Support Officer*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• 3 A levels or specified equivalent qualification or experience</li> <li>• NVQ or commitment to complete an NVQ Level 3 Diploma</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Significant experience in dealing with people</li> <li>• Local Government knowledge or equivalent</li> <li>• Experience of working in a fast paced environment</li> <li>• Administration and research experience</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Personal and professional integrity and strong work ethics</li> <li>• Ability to liaise with Senior Officers on a variety of issues in a political organisation without supervision</li> <li>• Ability to work under pressure and quickly</li> <li>• Excellent communication and organisational skills</li> <li>• Open minded and supportive of colleagues at all levels</li> <li>• Ability to work as part of a team</li> <li>• Ability to effectively prioritise</li> <li>• Ability to operate in an innovative fashion and find new methods of improving efficiency to improve outcomes for KCC</li> <li>• Excellent research skills</li> <li>• Ability to analyse and present data</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge relevant to Kent County Council's business activities</li> <li>• Knowledge of the aims of the service and the directorate</li> <li>• Understanding of the role of a County Councillor</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p>

	<p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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