# Hosting Proforma

Lisburn & Castlereagh City Council

Name of Host

Organisation

**1. Interchange Manager’s details**

Laura O’Connor

Name

Organisation/

Lisburn & Castlereagh City Council, HR and OD Unit

Department

Civic Headquarters

Lagan Valley Island

Lisburn

BT27 4RL

Address

Telephone Fax number

07554881607

N/A

Number

Laura.O'Connor@lisburncastlereagh.gov.uk

E-mail

Type of Opportunity

Secondment

**2. Details of hosting opportunity**

Description of opportunity

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| Member Services Officer  **KEY PURPOSE OF THE JOB:**  To provide a comprehensive service to the Council and its Committees (including the PCSP) to ensure Meetings are held in line with legislation and Council Standing Orders. To undertake such follow-up action required to implement Council/Committee decisions. To assist the Head of Service with the smooth running of the Members’ Services Section.  The post holder may assume additional duties relevant to the post as reasonably assigned by the Head of Service/Director of Corporate Services to address changing business needs and priorities, including cover for the PCSP Manager in respect of Members’ Services duties. |

Main objectives of the opportunity

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| **KEY DUTIES AND RESPONSIBILITIES**  The services falling within the responsibility of this post are as follows:   1. To prepare agenda, attend meetings (including unscripted and open forum with residents and other agencies), compile minutes and reports in accordance with the Council’s format and in accordance with the Council’s standing orders, regulations or legislation. 2. To implement, where necessary, in an efficient and effective manner, decisions taken by committees with general correspondence and to undertake booking of conferences and courses for Members and Officers as appropriate. 3. To ensure that effective manual and computerised record systems exist for all areas of responsibility, including committee decisions taken and to transfer minutes and reports to the internet. 4. To maintain an up-to-date knowledge of relevant Council policy, procedures and regulations in order to be able to advise Members and Officers and to liaise with the Members of Council, Chief Executive and Directors, representatives of government departments, statutory and community agencies and members of the public. 5. To manage and organise the mobile telephone contract on behalf of the Council to include the distribution of devices throughout the Council. 6. To undertake monthly processing of allowances/expenses for Members of Council and PCSP and pass to Human Resources for payment. To undertake the annual report to the DOE in respect of Members’ payments and produce annual estimates and manage the budget for the Members’ Services Unit. 7. To develop and maintain appropriate gifts and stock for the Council including stock control as required. 8. To assist with Civic Events and to undertake receptions duties as required. 9. Deputise for Member Services & PCSP Manager with respect to Member Services matters.   Responsibilities include:   1. Ensure compliance with Council policies and procedures and operate within the highest standards of management and personal behaviour, which reflect the core values and behaviours of the organisation. 2. Promote equality of opportunity and access in service delivery through the mainstreaming of equality within the Council. 3. Ensure the provision of high standards of customer care across all the services provided by the Unit and promote the service effectively and communicate in a way, which enhances and promotes the public image and overall reputation of the Council. 4. Develop and enhance working relationships with relevant partners and stakeholders to maximise corporate and community planning outcomes and to generate innovation in service delivery.   Note:  The postholder should be aware that the responsibilities and functional areas of the post may be subject to change as a result of organisational change. The Council therefore reserves the right to change the duties of the post by adding to or amending the range of functional responsibilities. The post holder will be required to be flexible and adaptable to meet the changing needs and requirements of the organisation. |

**3. Skills requirements**

What qualities, skills and experience is required from the individual

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| It is **essential** that applicants have a minimum of:  **Essential Criteria**  ***Qualifications***   * 1. – A third level qualification (e.g. HNC, HND, NVQ Level 4) or equivalent   ***Experience***  1.2 – A minimum of three years’ general clerical/administrative experience in an office environment to include word processing experience and a similar role in an office and public facing environment.  Where applicants do not hold the qualifications as outlined in 1.1 above, they must demonstrate a minimum of six years’ experience as outlined in 1.2 above.  ***General***   * Ability to work unsociable hours on a rota basis and ability to work additional hours as required   **Desirable Criteria**  ***Experience***  1.3 – It is desirable that candidates have clerical/administrative experience in a similar environment i.e. one that is member service orientated  1.4 – It is desirable that candidates have experience of working with Elected Members  1.5 – It is desirable that candidates have experience of:   * Managing contracts * Taking minutes at formal committee meetings and writing reports * Experience in use of Decision Time or similar IT system * Processing allowances/expenses |

**4. Personnel: Please state below**

Who will the individual report to?

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| Cathy Adamson - Acting PCSP/Members Services Manager |

Who will be the individual’s line manager and/or reporting officer?

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| Cathy Adamson - Acting PCSP/Members Services Manager |

**5. Transfer of learning**

Please give details of how the Opportunity will benefit your organisation, the

individual and their organisation.

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| **The opportunity will benefit the individual and organisation by:**  **Benefit to Individual**  Developing good business relationships and sharing and enhancing employees’ skills. Offering the Employee a valuable career development opportunity, with the chance to make new contacts and gain experience within a different setting.  **Benefit to individuals employer**  Employee will enhance skills and will build relationships and contacts that will ultimately be of benefit to the employee in the future.  **Benefit to Lisburn & Castlereagh City Council**  Lisburn & Castlereagh City Council will benefit from different perspectives and experiences brought by an individual from another organisation that will enhance shared working in the future. |

**6. Logistics**

Please provide details of the likely start date, duration, location, form of transport required, resources (i.e.; desk, PC, etc.) and funding arrangements for the opportunity.

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| **Start Date : 1st November 2021, or as soon as practicably possible.**  **Salary Scale:** PO1, NJC Spinal Column Points 27-30, £31,346 - £33,782 per annum  **Duration**: 1st November 2021 to 26th September 2022.  **Location**: Civic Headquarters, Lagan Valley Island, Lisburn, BT27 4RL  **Further information**: Selection for this post will be as follows:   * Shortlisting will take place on the basis of the criteria detailed above and final selection will be by interview   **Closing Date:** The deadline for applications is **5.00pm on Friday 15 October**. Applications should be sent to**:**  [**interchangesecretariat@finance-ni.gov.uk**](mailto:interchangesecretariat@finance-ni.gov.uk) |

**7. Endorsement**

**Interchange Manager**

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| **Laura O’Connor** |

**Signed:**

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| **28.9.21** |

**Date:**