

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Cabinet Support Officer
Grade	PS8	Reports to (role title)	Cabinet Support Manager
		Directorate/School	Resources
JE Band	269-313	Service/Department	Leadership Office
		Date Role Profile was created	Jun-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The Cabinet Support Officer provides high level administrative support to designated Cabinet Members to facilitate and support them in the management, prioritisation and co-ordination of their programme of portfolio commitments. Cabinet Support Officers are responsible for managing complex schedules, coordinating meetings and events, and producing high-quality documents to facilitate strategic decision-making. They contribute to the overall productivity and smooth functioning of the leadership team, adapting flexibly to unplanned activities and supporting the wider organisational goals. Key accountabilities 1. Manage complex diaries for the designated Cabinet Members, ensuring optimal scheduling, prioritisation of key meetings, and efficient coordination to support their objectives and minimise scheduling conflicts 2. Plan meeting agendas, organise logistics, attend meetings and events where required to capture notes and actions and support with the preparation of any materials required, including speeches, to facilitate smooth and professional event delivery. 3. Produce and review high quality documents, reports, and presentations, ensuring accuracy and professionalism to support effective communication and decision making. 4. Ensure the designated Cabinet Members are thoroughly briefed and prepared for all meetings, providing relevant paperwork and background information to enable effective participation and strategic planning. 5. Maintain accurate and efficient records management systems, including filing, database management, and actions management logs to ensure easy retrieval of information and compliance with organisational policies. 6. Screen and prioritise incoming communications, including emails and phone calls, to ensure prompt and efficient communication or redirection as appropriate. 7. Provide administrative support, including minute taking, preparing meeting briefs, and following up on action items to ensure effective meeting outcomes and accountability. 8. Undertake other relevant duties as deemed necessary by the Leadership Office Senior Manager contributing flexibly to the overall requirements of the wider leadership team to ensure smooth and efficient operations
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Work Context	The Cabinet Support Officer provides comprehensive administrative support in a dynamic office environment, focusing on high volume tasks that support their client's office. They require tact, initiative, discretion, and high professional standards. They work closely and collaboratively with Business Managers, Cabinet Support Managers, the CLT support team and other corporate areas across the council. They must possess a keen political awareness and sensitivity, essential for navigating the complexities of interactions with senior council leaders, other Members, and partners. This role requires an understanding of the political landscape and the ability to handle confidential information with discretion, ensuring effective support for Cabinet Members. Working collaboratively within a support team, they handle routine tasks and project work, emphasising effective communication and attention to detail to manage information and enhance office efficiency. Assigned to designated Cabinet Members, the role involves liaising with Members, senior officers, and partners to support the overall Council leadership. The Cabinet Support Officer adapts to the client's preferred working style and operates with a high degree of autonomy and independence. Cabinet Support Officers have designated Cabinet Members that they support, and they work in an agile and flexible way to provide support across the Cabinet team as needed, ensuring they can respond flexibly to unplanned activities
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. Service Delivery • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Planning & Organising • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

	- Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. People Management Either: - Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. - Oversee the work of others as the most experienced team member. And/Or: - Operate as an individual maintaining and improving operational efficiency and quality of service of own area. - May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	- Educated to 'A' level standard, or able to evidence ability at an equivalent level. - Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. - For some roles a relevant degree may be required. - Excellent IT skills. - Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. - High level administrative/organisational and analytical skills. - Ability to manage a range of projects through to completion. - Effective interpersonal, influencing and negotiation skills. - Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). - Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	- Significant experience in a PA or secretarial role supporting senior officers and/or elected Members. - High degree of political awareness, able to effectively manage sensitive relations between Political Leaders and Council Leadership. - Excellent understanding and knowledge of best practice secretarial and business support processes. - Personal confidence to handle difficult situations with sensitivity, diplomacy, tact, and discretion. - Ability to prioritise and plan work for self and others to achieve targets and deadlines. - Flexibility to respond to unplanned activities and work autonomously while maintaining a high degree of professionalism
Role Summary	Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.

Reference Number	BM-2025-307
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