

Role Profile

Part A - Grade & Structure Information

Job Family Code	11BF	Role Title	Deputy Clerk to the Surrey Lieutenancy
Grade	PS11	Reports to (role title)	Member Services Manager
JE Band	439-518	Directorate / School	Resources
Date Role Profile was created	Jul-26	Service / Department	Governance & Democratic Services
<u>Agile</u>	Information-centric (2)	<u>DBS Requirement</u>	None

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 Deputy Clerk to the Surrey Lieutenancy coordinates complex activities across extensive external networks, providing executive support to the Lord Lieutenant to uphold the dignity of the Crown as His Majesty's personal representative in the county of Surrey. This role involves logistical planning for Royal visits, offering specialist advice on honours and awards, and promoting the Lieutenancy's activities within Surrey. The Deputy Clerk operates in a dynamic environment, requiring organisational acumen, strategic planning, and high-level advisory skills. Key accountabilities 1.Coordinate complex activities across extensive external networks, including the Royal Household, Surrey Police, Metropolitan Police, Cabinet Office, other Government Departments, armed forces, emergency services, and the magistracy, to ensure seamless operations and effective communication. 2.Provide executive support to the Lord Lieutenant to enable them to uphold the dignity of the Crown as His Majesty's personal representative in Surrey, ensuring all duties are fulfilled with professionalism and respect. This includes planning and preparing briefing material for visits, investitures, and other appointments. 3.Translate the priorities of the Lord Lieutenant and the Lieutenancy into work plans for various focus groups, engagements, and visits, ensuring these priorities are reflected in all activities. 4.Arrange and accompany Royal visits to Surrey, ensuring all logistical details are managed and the visits are conducted smoothly and successfully. This includes researching, shaping, submitting bids for, planning, and organising the programme of Royal visits in collaboration with venues, the Royal Household, Surrey Police, and the Metropolitan Police. 5.Offer high-level specialist advice on honours nominations, Royal Garden Parties, national Honours and Awards, and the appointment of new Deputy Lieutenants, ensuring informed decision-making and adherence to protocols. 6.Organise and execute official functions and events hosted by the Lord Lieutenant, such as investitures, King's Awards, and other commendations, ensuring all events are planned and executed to the highest standards. This includes arranging the annual presentations of the King's Awards for Enterprise and the King's Award for Voluntary Service, assessing applications, forwarding them to DCMS, and managing related programmes and site visits. 7.Coordinate nominations for the annual Royal Garden Parties, including submission to the Palace and notifying successful applicants.
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Work Context	The Lord Lieutenant is an apolitical, civic role representing the Crown in the county of Surrey. The Lord Lieutenant is appointed by the Sovereign on the recommendation of the Prime Minister and serves until the age of 75. The Lord Lieutenant's primary duties include arranging Royal visits, presenting honours and awards, supporting the armed forces, and promoting civic, social, and business activities within the county. The Deputy Clerk to the Surrey Lieutenancy sits within Democratic Services and the postholder will be expected to maintain particularly close links with the county council, providing advice, guidance, and expertise where required. The Deputy Clerk to the Surrey Lieutenancy assists the Lord Lieutenant in managing the Lieutenancy, coordinating complex activities across extensive external networks, and providing executive support to the Lord Lieutenant, enabling them to fulfil their duties as His Majesty's personal representative in Surrey. The Deputy Clerk's responsibilities are multifaceted and require interaction with a wide range of external networks. These include the Royal Household, Surrey Police, Metropolitan Police, Cabinet Office, other Government Departments, armed forces, emergency services, the magistracy, local businesses, the VCSE sector and a range of organisations. The role demands a high level of coordination and communication to ensure that all activities and events are executed seamlessly. In addition to logistical and administrative duties, the Deputy Clerk plays a crucial advisory role. They provide specialist advice on matters such as honours nominations, Royal Garden Parties, and the appointment of Deputy Lieutenants. This advisory capacity ensures that the Lord Lieutenant's decisions are well-informed and adhere to established protocols. The Deputy Clerk also has a significant role in public engagement and communication. They are responsible for promoting the Lieutenancy's activities and roles within Surrey through various channels, including the website and social media. This aspect of the role is vital for maintaining public awareness and support for the Lieutenancy's work. The postholder will need to work flexibly to travel across the county to attend related meetings and events. The Deputy Clerk to the Surrey Lieutenancy operates in a dynamic and prestigious environment, requiring a blend of organisational acumen, strategic planning, and high-level advisory skills. The role is essential for supporting the Lord Lieutenant in their duties and ensuring the Lieutenancy's activities uphold the dignity of the Crown and foster community spirit within Surrey.
Line management responsibility if applicable	Yes - line manages the Personal Assistant to the Lord Lieutenant
Budget responsibility if applicable	Oversees the effective management of the Lord Lieutenant's budget c£50,000
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation - Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making. Service Delivery - Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. - Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. - Ensure professional and quality service standards are maintained and applied within their area of activity. Planning & Organising - Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured. - Lead major projects and reviews within a defined area of work to support and enhance service delivery. Finance/Resource Management - May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures. Work with others - Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon. - Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.

	People Management • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. 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 be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles. • Professional qualification or evidence of high level understanding of relevant business disciplines. • Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles). • Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions. • Proven ability to manage a wide range of complex projects or programmes. • Significant work experience at management level in one or more relevant specialist areas. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	1.Ability to coordinate complex activities and manage multiple tasks efficiently across extensive external networks. 2.Experience in providing high-level executive support, including preparing briefing materials and ensuring professionalism in all duties. 3.Proven skill in translating priorities into actionable work plans and ensuring these are reflected in all engagements and visits. 4.Proficiency in arranging and accompanying high profile visits, managing all logistical details, and ensuring smooth execution of events. 5.Specialist knowledge to offer specialist advice on honours nominations, Royal Garden Parties, national Honours and Awards, and the appointment of Deputy Lieutenants. 6.Experience in organising and executing official functions and events to the highest standards, for example investitures and King's Awards. 7.Strong ability to promote the Lieutenancy's activities through various channels, including the website and social media, ensuring effective public engagement. 8.Excellent communication and relationship-building skills to interact with a wide range of external networks and stakeholders. 9.Meticulous attention to detail and demonstrable discretion, diplomacy and integrity, with the ability to handle sensitive and confidential information appropriately. 10.Willingness to travel across the county to attend meetings and events and adapt to changing priorities and demands.
Role Summary	Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.
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