Support Staff Job Description

Job family:	**Business Management and Administration**
Pay band:	**Band 1**
Salary range: **(pro-rata)**	**£39,274 - £50,496** All new staff are expected to enter on the scale minimum of the appropriate pay band. Individual staff will, subject to satisfactory performance, move up the incremental scale one point at a time on the anniversary of their commencement of employment until they reach the scale maximum for their band.

Job title:	**Senior Office and Operations Manager**
Reference:	**MBS-270-26**
Office of:	**Sera Evans MS**
Working hours:	**37 hours per week** There may be a requirement for the role holder to work outside of the normal working hours.
Appointment type:	**Permanent** As a Member of the Senedd, I hold office as an elected representative; when I cease to be a Member of the Senedd, this position will be made redundant.
Location:	**Constituency Office and Senedd Office** There may be a requirement to visit a range of locations across my constituency, including rural locations, where public transport may not be available.

Additional information:
I am an equal opportunities employer and welcome applications from all suitable persons including people from the following protected characteristics (race, sex, disability, religion/belief, sexual orientation, gender identity, marriage / civil partnership, pregnancy / maternity or age).
Please note that appointment will be subject to references and a security check.

About the role

Business Management and Administration

Jobs in Business Management and Administration are responsible for the provision of managerial, specialist and administrative support at a level appropriate to the grade. The work undertaken may include providing secretarial, clerical and administrative support; implementing policy and processes; providing specialist / expert advice and support for example in relation to finances or people management; leadership and project management.

The key characteristics are:

- Develop and maintain relationships that support internal and external networks.
- Represent the work area at meetings.
- Coordinate the workflow and outcomes of a small team performing related tasks.
- Undertake research and analysis in relation to Member or office activity.
- Higher grades likely to contribute to the setting of the direction of work priorities and practices, monitoring workflow and identifying training needs for lower levels.
- Assist in the management of corporate functions including human resources, property, health and safety and data protection.
- Prepare correspondence and reports including emails and letters on routine and more complex matters.
- Undertake or oversee buildings management services.
- Assist in contract management and administration.
- Assist in and support staffing processes.

Purpose of the job

A **Band 1 Business Management and Administration Officer** working for a Member of the Senedd will undertake a wide range of management and administrative activity relevant to the smooth running of the Member's office and all their activity. They may have oversight of record management, ensuring clear audit trails in relation to all correspondence and that data is processed and stored in accordance with legislation / regulation and direct accountability for planning and monitoring workload and prioritising allocation for specific areas of activity for example, Member surgeries, casework or engagement events.

Person specification

Skills and behaviours
• Experience of leading and motivating people to ensure that policies, programmes and strategies are implemented effectively. • Ability to investigate, analyse and recommend solutions to complex problems and issues. • Manage a demanding workload with conflicting priorities. Ability to handle sensitive political issues and media scrutiny. • Good decision-making skills in a fast-paced political environment. • Highly developed oral and written communication skills. • Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life. • The ability to work collaboratively as part of a small team.
Knowledge and experience
• A full understanding of the legal and regulatory frameworks within which Members and Groups operate. This includes both Senedd frameworks (standards of conduct, expenditure etc) as well as broader and general frameworks. Able to provide informed advice to Members and colleagues. • Experience of working effectively within an office environment, including resolving complex issues with tact and diplomacy, ideally in a political environment. • Experience of a comparable role dealing with complex correspondence, diaries and events and running a busy office. • Knowledge of law and good practice related to data protection and information security. • Experience and practical understanding of law and good practice regarding health, safety and wellbeing, including risk assessments, control measures, and knowing when to seek competent advice. • Experience implementing proportionate safeguarding measures related to children and vulnerable adults.
Desirable criteria
• An understanding of current affairs and issues of relevance to Wales and the local area, an interest in the Welsh political system. • Sympathetic to the aims and values of the Party. • Full current UK Driving licence and access to a vehicle insured for work purposes.

• Previous experience working for an MS / MP/ MEP.
Qualifications
• Degree or equivalent in a relevant subject or suitable alternative experience.
Language skills
• Desirable / non-essential: Courtesy Welsh – the ability to pronounce Welsh names, answer the telephone, greet people or make introductions bilingually; to understand familiar, every day Welsh expressions; to understand short texts where people are giving basic information.

Main duties

Office management and staff management

- Oversee staff, ensuring smooth office operations and delegating responsibilities effectively. Directly manage work colleagues, providing line management on behalf of the Member. This may include recruitment, appraisal and identification of training or developmental needs.
- Responsible for advising or training others on a range of matters that are standard for the work area e.g. Health and safety, records management.
- Ensure good governance, compliance with parliamentary rules, codes of conduct, and ethical guidelines.
- Act as the main point of contact between the Member and the Senedd Commission.
- Oversight of record management, ensuring clear audit trails and that data is processed and stored in accordance with legislation / regulation.
- Direct accountability for planning and monitoring workload and prioritising allocation for specific areas of activity e.g. Member surgeries, casework or engagement events. for co-ordinating and prioritising the work of the team.
- Represent the Member in key meetings with government officials, businesses, and advocacy groups.
- Develop long-term strategies to address key issues in the constituency.
- Draft letters on behalf of the Member of the Senedd, on a range of issues.
- Respond to e-mails, letters and similar enquiries in a professional, customer focused manner.
- Effective management of budgets including monitoring expenditure and forecasting future spends.

Workplace obligations

Data protection / information security:

- Manage the processes and arrangements that enable the Member to comply with their obligations related to data protection and information security in accordance with relevant legislation and codes of practice.

Health, safety and wellbeing:

- Manage the processes and arrangements that enable the Member to comply with their obligations related to health, safety and wellbeing in accordance with relevant legislation and codes of practice.

Safeguarding:

• Manage the processes and arrangements that enable the Member to comply with their obligations related to safeguarding of children and vulnerable adults in accordance with relevant legislation and codes of practice.
Other
• Operate within the legal and regulatory frameworks within which Members and Groups operate, including Senedd frameworks (standards of conduct, expenditure etc) and broader and general frameworks (legal duties). • Take decisions where limited or no advice, guidance or precedents is available in line with Member wishes. • Perform other duties as required to support the Member that are commensurate with this band.