# Job Profile

**JOB TITLE:** Mayor's Officer

**GRADE:** Scale 6

**POST NO:** 19426

**JOB TIER:** 5 (non-management)

**DBS CHECK:** N/A

**DIRECTORATE:** Chief Executive's Office

**SERVICE:** Democratic Services

**REPORTING STRUCTURE**

**Reports to:** Democratic, Civic and Ceremonial Manager

**Direct Reports:** None

**Indirect Reports:** None

**ROLE PURPOSE:**

- The Mayor is the Borough's First Citizen and its Ceremonial Leader. The Mayor attends over 800 engagements a year and is supported by a Deputy Mayor. The role of Mayor's Officer/Chauffeur is an extremely high-profile position, and knowledgeable, reliable and flexible support is crucial.

- The role will advise the Mayor on civic protocol and support the Mayor in carrying out their duties for and on behalf of the residents of the Borough.

- The role will also, as a part of the Civic and Ceremonial Events team, assist as required at Civic and Ceremonial Events.

# A. Job Description

## 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

## 3. Operational Service Delivery

- To act as Mayor's (and Deputy Mayor as required) personal attendant, chauffeur, and Macebearer, in all cases observing strict civic and ceremonial protocol and maintaining the integrity and reputation of the office of the First Citizen.
- To assist in running Civic and Ceremonial events as required including functions and events in the Mayor's parlour including ensuring that Mayoral guests are offered appropriate refreshments, etc.
- Working with the other Mayor's officers to ensure the week's engagements are covered including working unsocial hours nad, weekends and bank holidays, as and when Mayoral engagements require and to adjust to constantly changing short term and long-term situations as well as last minute changes to schedule.
- To maintain a discreet secure presence to the Civic Heads to ensure their safety and wellbeing at all official engagements.
- To ensure the civic insignia worn on official occasions by Civic Heads and robes worn by Civic Heads / Councillors are kept secure and in good condition, and made available on appropriate occasions, and to ensure that the Mayor's Parlour is maintained in a clean and tidy condition, including maintenance of the various items of civic regalia.
- To ensure that the Mayoral limousine is externally serviced and repaired as necessary, garaged safely, fuelled and daily maintained in a clean and tidy condition.
- To assist the Mayor in providing to visiting parties (and on visits to schools etc.) talks on the history of the Borough and Civic insignia.
- To work alongside the Head of Democratic Services on all major state and civic occasions within the Borough to ensure that they run smoothly and are a credit to the Council.
- To be acquainted with and understand the arrangements and available background information for all the Mayor's engagements in order to provide back up support as required.

## 4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

## 5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

## 6. Service Improvement

- To identify and suggest any improvements to current ways of working to deliver a more efficient and effective service for customers.

## 7. Contacts

- The Mayor of the LBH
- Mayoress / Consort / Escort and Deputy Mayor / Deputy Mayoress / Consorts / Escorts (Civic Heads),
- Chief Executive
- Head of Democratic Services
- Councillors' Support and Development Manager
- Mayor's Executive Support Officer
- External bodies - representatives of numerous local charitable and voluntary organisations, colleagues in neighbouring authorities.

## 8. Additional Responsibilities

- Comply with health & safety instructions and policies associated with the post, employment and service delivery.
- Use management information systems, including information technology and be willing to undertake appropriate training.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## 9. Key Performance Indicators

- To act as Chauffeur to the Mayor/Deputy Mayor and their partners to ensure that they have a safe and comfortable journey and that they arrive at each engagement in a timely and dignified manner
- To attend briefing with the Mayor to discuss weekly key list and calculate care pick up times
- To ensure that the mayoral vehicle is serviced and repaired as necessary, garaged safely and maintained in a clean and tidy condition
- To organise chauffeuring cover as and when necessary
- To be on duty for occasions and to accompany the mayor on civic visits

# B. Person Specification

## Mayor's Officer/Chauffeur

This person specification will be used for recruitment to the above post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

| **1. QUALIFICATIONS** | **ESSENTIAL** ✓ | **DESIRABLE** ✓ |
|---|---|---|
| Clean driving licence and excellent driving skills. | ✓ | |
| **2. STATUTORY or ROLE SPECIFIC REQUIREMENTS** | **ESSENTIAL** ✓ | **DESIRABLE** ✓ |
| Flexibility and adaptability to adjust to constantly changing short and long term situations, e.g. last minute changes to schedule, annual change in civic heads, shift working and unsocial hours, and immediate and prompt response to sickness cover. | ✓ | |
| Good social and interpersonal skills - calmness and confidence | ✓ | |
| Thorough knowledge of local and national geography, including local daily traffic conditions. | ✓ | |
| Good basic knowledge of vehicle safety and maintenance. | | ✓ |
| **3. EXPERIENCE** | **ESSENTIAL** ✓ | **DESIRABLE** ✓ |
| Experience of chauffeuring duties. | | ✓ |
| **4. KNOWLEDGE & SKILLS** | **ESSENTIAL** ✓ | **DESIRABLE** ✓ |
| Reliability, confidentiality and punctuality. | ✓ | |
| Knowledge of civic, state and military protocol. | | ✓ |
| Tact, discretion, political awareness and sensitivity. | ✓ | |
| Knowledge of history of civic insignia and Mayoralty, and ability to make public presentations on civic insignia and history of Mayoralty to Mayor's guests and to schools. | | ✓ |
| **5. COMPETENCIES** | **ESSENTIAL** | **DESIRABLE** |
| **"Can do" positive attitude**<br>Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking. | ✓ | |
| **Takes responsibility and delivers results**<br>Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions. | ✓ | |
| **Team working**<br>Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring. | ✓ | |

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| **Communication**<br>Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences. | ✓ | |
| **Customer Care**<br>Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision. | ✓ | |
| **Takes ownership of personal development**<br>Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance. | ✓ | |