

# Mayor's Caseworker

## Job Description

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| <b>JOB TITLE:</b>       | <b>Mayor's Caseworker</b>  |
| <b>GRADE:</b>           | Grade F – Grade G<br><b>Career Progression</b>   |
| <b>POST NUMBER:</b>     |  |
| <b>DIRECTORATE:</b>     | Governance   |
| <b>SERVICE:</b>         | Mayor's Office   |
| <b>RESPONSIBLE TO :</b> | Mayor's Casework Co-ordinator  |
| <b>RESPONSIBLE FOR:</b> | N/A  |
|                         | <p><b>DBS Basic / Enhanced check not required.</b></p> <p><b>This post is not politically restricted.</b></p> <p><b>NOTE:</b> This is a career grade post starting at Grade F and extending into Grade G.</p> <p>The scale point on which an individual is appointed to the post is normally the lowest of the grade but will depend on skills and experience. There may be exceptional circumstances where an individual may be appointed higher (e.g. to match a current salary) which would require the relevant evidence and appropriate approval.</p> |
| <b>JOB SUMMARY:</b>     | <p>To assist with casework, management of correspondence, e-mails and enquiries on behalf of the Mayor, Executive Members and the Mayor's Office.</p> <p>To undertake research on matters relevant to the Mayor/Cabinet Members' areas of responsibility.</p> <p>To provide administrative and clerical support to the Mayor, Deputy Mayors, Cabinet Members and the Mayor's Office; and to undertake reception and other relevant duties.</p>   |

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|                           | <p><b><u>Additional main purpose at Grade G level.</u></b></p> <p>To support the Mayor's Policy and Community Liaison Manager in promoting liaison and engagement with community groups and local residents.</p>                     |
| <b>ROLE REQUIREMENTS:</b> | <p><i>[The role requirements are the duties and responsibilities that are specific to the job. If a duty is required to be carried out infrequently this should not be recorded as this list is not exhaustive]</i></p>              |
| 1.                        | To assist with casework for Members as allocated and raise enquiries.  |
| 2.                        | To assist with the organisation of the Mayor's surgeries and other public engagement activities and to process casework arising.   |
| 3.                        | To undertake basic research, under supervision, on matters relevant to one or more Executive portfolios.   |
| 4.                        | To deal with Members, officers, external agencies and the public and, as far as possible, deal with any queries they may have.   |
| 5.                        | To assist with the processing of responses to correspondence, members' and public questions and other matters relevant to the Council or Executive meetings and the portfolio holder's area of responsibility.                       |
| 6.                        | To act as a point of contact between the Mayor's Office, Council departments, Members, external agencies and members of the public.  |
| 7.                        | To maintain an awareness of issues, new developments and service priorities of the Mayor's Office.   |
| 8.                        | To support the Mayor's Executive Officer, Executive Support Officers and the other staff of the Mayor's Office in providing efficient and pro-active support, including high quality administrative and ICT support to the Mayor and |

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|     | Executive, as directed by the Mayor's Casework Coordinator.  |
| 9.  | To raise and process Members' Enquiries on behalf of the Mayor, Deputy Mayors and/or Cabinet Member(s), using relevant IT systems, and to liaise with the relevant Council directorate to ensure a response is provided and any follow up action taken.  |
| 10. | To assist in arranging meetings for the Mayor/Deputy Mayors, Cabinet Members and Mayor's Office including organizing and booking rooms, equipment and refreshments.  |
| 11. | To maintain in a systematic and highly accurate way the Mayor's Office correspondence logging system, including management of incoming e-mails, and help manage and deal with the Mayor and Cabinet's official correspondence, to ensure that responses are issued in accordance with agreed guidelines.           |
| 12. | To keep neat and accurate files and to help develop and maintain the manual and electronic filing systems for the Mayor, Executive Members and the Mayor's Office.   |
| 13. | To be the first point of contact to receive telephone, e-mail and other enquiries from members of the public who have urgent or sensitive matters to raise with the council on behalf of the Mayor, Executive Members and Mayor's Office, dealing with all matters in a sensitive, proactive and efficient manner. |
| 14. | To carry out other general office duties, including developing and maintaining office systems, bring forward and diary systems, photocopying, processing incoming e-mails and faxes, answering telephones and taking messages.   |
| 15. | With other members of the Mayor's Office staff, to ensure office and telephone cover within the office at all times during normal office hours and at any other times as directed by the Mayor's Casework Coordinator.   |
| 16. | To order and maintain adequate stocks of stationery, office supplies and equipment.  |

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| 17. | To carry out all duties in a manner which ensure confidentiality appropriate to each individual case matters.  |
| 18. | To ensure that all duties and responsibilities are performed in accordance with the Council's Policies and Procedures including the Constitution, Financial Regulations, Standing Orders, Personnel Policies and Procedures, Health and Safety Policy, etc.  |
| 19. | To participate in the Council's performance management scheme, ensuring that performance standards/targets are set and met within the agreed timescale.  |
| 20. | To operate and utilise information and communications technology as appropriate to the post's areas of responsibility and to assist with the identification and development of new ICT applications that would improve the efficiency of the service.  |
| 21. | To keep abreast of professional developments, legislative changes and best practice, attending Continuing Professional Development courses as appropriate and applying updated knowledge to present work programmes and sharing information gathered on courses, including providing training for other staff. |
| 22. | To undertake any other duties of a similar nature, within any team of the Section and at any location within the Borough, which may arise from time to time and which are commensurate with the grade of the post and within the capabilities of the postholder.   |
|     | <b><u>Additional duties and responsibilities at Grade G level:-</u></b>  |
| 23. | To manage the case load of the Mayor, Deputy Mayors and/or Cabinet Member(s) as allocated, raise enquiries, and to assist with the drafting of responses to individual pieces of casework and enquiries.   |
| 24. | To undertake research on matters relevant to one or more Executive portfolios, including searching for and retrieving information from a range of paper and electronic sources; interviewing relevant persons; and analysing data using a variety of qualitative and quantitative research methods.            |

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| 25.                               | To undertake drafting and compilation of responses to correspondence, members' and public questions and other matters relevant to the Council or Executive meetings and the portfolio holder's area of responsibility.         |
| 26.                               | To provide advice to constituents and other enquirers in relation to the progress of their enquiries and the Council's/Member's response.  |
| 27.                               | To service meetings, attend and take notes.  |
| 28.                               | To receive telephone, e-mail and other enquiries on behalf of the Mayor, Executive Members and Mayor's Office and to initiate and progress casework or complaints to the Council's systems.                                    |
| 29.                               | To monitor Members' and/or colleagues' e-mail inboxes to ensure an efficient response to enquiries and/or complaints received by the Mayor's Office.   |
| 30.                               | To assist the Mayor, Executive Members and Mayor's Office staff in the effective utilization of the ICT equipment and liaise with the IT team to resolve technical issues, as directed by the Mayor's Casework Coordinator.    |
| <b>CORPORATE RESPONSIBILITIES</b> |  |
| 31.                               | Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.   |
| 32.                               | Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.  |
| 33.                               | Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.  |
| 34.                               | Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role. |
| 35.                               | Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.  |

## **OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

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## **SPECIAL TERMS AND CONSIDERATIONS**

- To be able to work evenings and weekends with appropriate notice;

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| <b>Requirements</b>   | <b>Person Specification for the Post of</b>   | <b>Essential (E) or Desirable (D) (if applicable)</b>           | <b>Method of Assessment<br/>A= Application Form<br/>T= Test<br/>I= Interview</b> |
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| <b>Knowledge</b>  | Knowledge of the functions and governance arrangements of local government and the respective roles of executive and non-executive members and of officers. | D   | A, I   |
|   | Understanding of the political nature of local government and the need for confidentiality and sensitivity when dealing with issues for cabinet members.    | E   | A, I, T  |
|   | Basic knowledge of administrative processes and research methodologies  | E   | A, I, T  |
| <b>Qualifications &amp; Experience</b>  | Experience of providing administrative support services   | E   | A, I   |
|   | Experience of processing enquiries, casework, correspondence or similar activities  | E   | A, I, T  |
|   | Experience of working within Local Government or a similar political environment and providing a service for elected members.                               | D   | A  |
|   | Experience of dealing with competing pressures while delivering required outcomes;  | E   | A, I   |
|   | Experience of using ICT in managing and delivering service.   | E   | A, T   |
| <b>Living the TOWER Values sets out the essential behaviours required of all staff.</b> |   | <b>They are aligned to the organisation's five TOWER Values</b> |  |

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| We work <b>TOGETHER</b> across boundaries and with partners to achieve the best outcomes for Tower Hamlets | <b>Developing Networks</b><br>Has an understanding of the work of other teams that they work with.  | E | A, I, T |
|  | <b>Building Relationships</b><br>Seeks opportunities to build positive relationships with people from other teams and partners.                                     | E | A, I, T |
| We are <b>OPEN</b> and transparent   | <b>Being Approachable</b><br>Approachable and actively seeks feedback from others to improve how they do things.  | E | A, I    |
|  | <b>Communicating Clearly</b><br>Shares relevant information, in a way, that is easy to understand.  | E | A, I    |
| We are <b>WILLING</b> to challenge, innovate and be accountable  | <b>Being Accountable</b><br>Takes accountability for delivering own work and contributing to that of team.  | E | A, I    |
|  | <b>Learning &amp; Challenge</b><br>Seeks to learn from, both failures and successes, to improve how they do things where required.                                  | E | A, I, T |
| We empower each other to be <b>EXCELLENT</b> and go the extra mile   | <b>Having purpose &amp; personal motivation</b><br>Understands the organisations direction of travel and actively supports that in their work and interactions.     | E | A, I, T |
|  | <b>Being empowered</b><br>Takes the initiative to improve outcomes because they can explain the difference they have made.  | E | A, I    |
| We <b>RESPECT</b> all communities, they are the heart of everything we do                                  | <b>Respecting Diversity &amp; Being Inclusive</b><br>Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service. | E | A, I    |



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| <b>Additional Requirements</b> | To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible. | E | A, I |
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