

Leader's Support Manager

About Redbridge

Redbridge is amongst the fastest growing places in the country and full of ambition for our people and communities. We are proud of the rich diversity across the borough. As home to more than 350 local voluntary and community organisations and thousands of businesses we want to build on our successes by maximising the talent and assets this offers by working smarter and faster to develop and improve the lives of all our residents. We have a range of excellent schools, affordable housing (compared to other parts of London) high quality open spaces and rapid transport connections into the heart of the city all of which offer great opportunities for people of all ages to enjoy.

As a consequence of our population increasing - both because of people living longer and because our young families are growing, this is driving more demand for adults and children's services. This change also means we need to make sure we have the best employment opportunities, and housing provision that are designed for current and future need. We want everyone to feel safe and proud to belong to our Borough and believe this is a fantastic time to be at the centre of a big team effort that will deliver our vision with and for the people of Redbridge.

All of this means we need to work as a united team, with determination and pace, to make sure our vision and plans are achieved. We have a strategic delivery plan already in place and this is underpinned by our values of **Collaboration, Honesty, Excellence and Fairness** so all the foundations are in place to build and deliver a range of solutions and outcomes that will continue to make sure Redbridge is a fantastic place to live work and play for people of all ages.

Role Purpose

Reporting to the Head of Leadership Support, the Leader's Support Manager provides high-level executive, policy, and operational support to the Leader, Cabinet, and the Leader's Office. The postholder will ensure the smooth running of the Leader's Office, coordinate Cabinet activities, and deliver proactive support for strategic initiatives, events, and communications. This role is pivotal in enabling the Leader and Cabinet to deliver on their priorities and respond effectively to emerging challenges. The Leader's Support Manager will also play a key role in developing and maintaining effective relationships with Members, senior officers, and external partners, ensuring the Cabinet's work is supported by robust processes and high-quality advice.

Key Accountabilities

Executive & Policy Support

- Provide comprehensive executive support to the Leader and Cabinet, including diary management, meeting preparation, and coordination of briefings.
- Draft and coordinate speeches, communications, and policy briefings for the Leader and Cabinet Members.
- Support the development and delivery of Cabinet agendas, forward plans, and key events.
- Lead and coordinate projects and research to support the Leader's policy agenda.
- Ensure the efficient operation of the Leaders Office, maintaining high standards of customer service and professionalism.

Strategic Coordination & Forward Planning

- Work closely with the Head of Leaders Office and Chief Executives Office to ensure alignment of priorities and activities.
- Coordinate and forward plan the work of the Leader and Cabinet, ensuring all deadlines are met and opportunities are identified.

- Develop and maintain forward plans for Cabinet and the Leaders Office, including the organisation of awaydays and key events.
- Anticipate and respond to emerging issues, providing timely advice and support to the Leader and Cabinet.

Stakeholder Engagement & Communications

- Liaise with senior Council officers, Members, and external stakeholders to facilitate effective communication and delivery of Cabinet objectives.
- Support the Leader in representing the Council on outside bodies, including Central Government, other Local Authorities, and external agencies.
- Facilitate lobbying activity and stakeholder engagement to advance Council priorities.
- Build and maintain effective relationships with Members, officers, and external partners.

Service Delivery & Continuous Improvement

- Monitor and manage budgets, ensuring cost-effective and transparent service delivery.
- Develop, implement, and evaluate strategies for improving the effectiveness of support to the Leader and Cabinet.
- Promote a culture of continuous improvement, innovation, and excellence within the Leaders Office.
- Ensure compliance with Council policies, procedures, and governance arrangements.

People Management & Development

- Supervise and develop staff within the Leaders Office, ensuring effective performance management and health and safety compliance.
- Recruit, induct, and develop staff, fostering a culture of openness, feedback, and professional growth.
- Use structured systems for agreeing development needs and evaluating outcomes.
- Inspire and motivate staff, encouraging collaboration and a commitment to high standards.

Governance, Equalities, and Customer Care

- Ensure all duties are carried out in accordance with Council constitution, code of conduct, governance arrangements, policies, and procedures.
- Promote equality of opportunity and outcomes in service delivery and employment.
- Deliver high-quality, empathetic, customer-led services.

General duties

Support the Chief Executive and colleagues in relation to emergency planning and resilience arrangements, providing support of all measures to manage an emergency affecting the Council during the response and recovery phases.

Demonstrate and reinforce the Council's commitment to safeguarding and corporate parenting promoting the welfare of children and adults at risk and children looked after.

Participate fully in the arrangements supporting Elections and referenda as and when required.

All duties and responsibilities should be carried out in accordance with the Council's constitution, code of conduct, governance arrangements, policies and procedures.

Person specification

		Desirable / Essential
	Educated to degree level or equivalent experience in a local authority or similar organisation	D (2)
	Experience of providing high-level executive and policy support	E (3)
	Experience of working in a political environment	E (3)
	Excellent relationship management and communication skills	E (3)
	Strong organisational, analytical, and research skills	E (3)
	Ability to work in a demanding environment and meet tight deadlines	E (3)
	Experience of managing staff and resources	E (3)
	Ability to foster collaboration and continuous improvement	E (3)
	Understanding of needs of Members and Officers	E (3)
	Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults	E (3)
	Willingness to work evenings and weekends as required	E (3)
	Politically restricted post under the Local Government and Housing Act 1989	E (3)

Other Considerations

Working pattern and travel	The role will involve irregular working patterns and will require the post holder to be able and willing to work during these periods, including evenings and occasional weekends. <i>*The salary scale is inclusive and recognises the volume of work in addition to and outside the Council's normal office hours required by the post</i>
Safeguarding disclosure	The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and this post will ensure services are designed and delivered with due consideration of their needs. Employment is subject to suitability to work with children or vulnerable groups and advanced Disclosure and Barring Service (DBS) checks.
Special factors or constraints	This post falls within the "politically restricted" category under the Local Government and Housing Act 1989 this post is politically restricted. The detail of the restrictions are as outlined in the Statement of Main Terms and Conditions of Employment. Maintenance of the highest standard of conduct and public confidence in their integrity.