



Leadership Support Officer

Job description and person specification

Department	Chief Executive's Office
Team	Leadership Support Team
Grade	LBR11
Hours and weeks	36 hours per week / 52.14 weeks per year
Base location	Lynton House
Reports to	Leadership Support Manager
Direct reports	None
Financial responsibilities	None

Role purpose

Coordinate Members' enquiries, complaints and other casework received through the Executive Director for Place, Communities and Enterprise's mailbox. Provide a responsive and empathetic service, secure clear and timely responses, and follow through on agreed actions until completion is confirmed.

Exercise independent judgement in managing complex and sensitive casework, coordinating contributions across the Place Communities and Enterprise Departments and escalating concerns. Support organisational learning and lead assigned initiatives and projects that improve service quality, efficiency and value for money.

Role dimensions

The post has no direct reports or line management responsibilities. It provides coaching, induction support and practical guidance to colleagues, including new starters, trainees and people on work placements.

Key contacts

Internal: elected Members, the Executive Leadership Team, Directors, Heads of Service, the Corporate Complaints, Learning Council and Insights Team, and officers across the Council.

External: residents and resident groups, MPs and their offices, Developers and relevant partner organisations.

Key accountabilities and result areas

Members' enquiries and casework

- 1.** Provide a courteous, empathetic and accessible service to residents, elected Members, MPs and other stakeholders contacting the Executive Director for Place, Communities and Enterprise. Maintain political impartiality and handle sensitive information with discretion.
- 2.** Assess incoming enquiries to establish the issues raised, the response required, urgency and any safeguarding or other significant risks. Record enquiries promptly on the agreed corporate case management system and identify the appropriate handling route.
- 3.** Coordinate the allocation of enquiries to the responsible service, securing a named officer and a clear response deadline. Where several services are involved, establish who will lead and agree how their contributions will be brought together.
- 4.** Manage serious, complex or high profile casework within the role's remit. Review the case history, identify outstanding questions and evidence, plan the response and keep the relevant officers and stakeholders informed of progress.
- 5.** Obtain and coordinate contributions from services, chase outstanding information and constructively challenge incomplete, inconsistent or poor-quality replies. Resolve gaps with the responsible officers so that the response addresses the enquiry as a whole. Escalate continued issues in line with the Learning Council approach.
- 6.** Prepare and review draft correspondence, reports and briefings for the appropriate approval. Check that responses address each point raised, explain the Council's position in plain English and specify any agreed actions, responsible officers and timescales.
- 7.** Obtain confirmation from the responsible service that its information, advice and proposed actions are accurate. Secure approval in accordance with agreed arrangements before correspondence is issued on behalf of the Executive Director for Place, Communities and Enterprise and the Directorate Leadership Team.
- 8.** Monitor response deadlines and agreed service standards, anticipate potential delays and escalate concerns early through the agreed management arrangements. Coordinate appropriate progress updates when a full response is outstanding.
- 9.** Identify matters requiring a formal complaint, statutory process or another specialist route, and liaise with the appropriate team to ensure a clear handover. Maintain visibility of the referral and avoid duplicate or conflicting handling.
- 10.** Maintain complete and accurate case records, including correspondence, advice, approvals, risk assessments, decisions, agreed actions and outcomes.
- 11.** Work closely with the Leader's Office to coordinate responses and monitor progress on enquiries and casework.
- 12.** Apply the Council's requirements for access, confidentiality, retention and record keeping.

Tracking actions and supporting delivery

Agreed actions and escalation

- 11.** Record commitments arising from enquiries, responses and relevant meetings supported by the team. Identify the officer responsible, the agreed completion date and the information needed to confirm that each action has been completed.
- 12.** Review outstanding actions regularly, obtain progress updates and follow up with the responsible officers. Record changes to timescales and the reasons for them, and ensure revised commitments are approved and communicated through the appropriate route.
- 13.** Keep response status and action status clear. Where a reply has been issued, but commitments remain outstanding, continue tracking those commitments until completion is confirmed and recorded in accordance with the agreed process.
- 14.** Escalate overdue actions, repeated delays, inadequate responses and barriers to resolution through the agreed management arrangements. Escalate safeguarding and other urgent risks promptly to the appropriate officers and record the action taken.

Reporting and organisational learning

- 15.** Provide concise updates to the Leadership Support Manager and relevant senior leaders on enquiry volumes, response timeliness, outstanding cases, overdue actions and significant risks. Use reliable records to identify where intervention is required.
- 16.** Work with services and the Corporate Complaints, Learning Council and Insights Team to identify recurring issues, consider case outcomes and recommendations, and track agreed improvements. Check that proposed outcomes are supported by evidence and seek specialist advice where needed.
- 17.** Develop and maintain effective case management processes and reporting arrangements. Share practical guidance and learning with colleagues, support induction and coaching, and raise service performance concerns with the appropriate manager.

Projects and collaborative working

- 18.** Lead the design and delivery of assigned initiatives and projects that support strategic and operational objectives. Agree scope, milestones and contributions, monitor progress and work with the Council's Project Management Office where required.
- 19.** Coordinate agreed work packages from services and partner organisations within delegated authority. Bring together relevant evidence and professional advice, resolve delivery issues and support decisions that achieve quality and value for money.

Decision making and accountability

Prioritise casework, assess response quality, identify risks and determine when to seek advice or escalate within agreed procedures. Directors and Heads of Service retain responsibility for service decisions, the accuracy and approval of their contributions, and delivery of agreed actions. The postholder coordinates and monitors this work through the agreed corporate arrangements.

General accountabilities and responsibilities

Sustainable working

Contribute to the sustainable development of the borough and the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrate good environmental practice through efficient use of resources, sustainable travel, recycling and waste reduction.

Data protection and confidentiality

Comply with current data protection legislation, the Council's information governance policies and applicable confidentiality principles. Treat information acquired through employment securely and confidentially, and share it only through authorised arrangements. Follow the rules governing access to Council databases and systems, and maintain records and archives in accordance with policy and statutory requirements.

Conduct and whistleblowing

Comply with the Code of Conduct and maintain high standards of honesty, integrity and personal conduct. Raise suspected impropriety or breaches of procedure through the Council's reporting and whistleblowing arrangements.

Safeguarding and safer working

Promote the welfare and safety of children, young people and adults at risk. Recognise and promptly refer safeguarding concerns in accordance with Council procedures. Comply with safer recruitment and checking requirements where these apply to the post.

Equality and inclusion

Understand, comply with and promote the Council's equality policies. Value diversity, challenge prejudice and discrimination, and undertake relevant training. Support fair access to services and employment, and adapt communication and service delivery to meet differing needs, including agreed reasonable adjustments.

Customer care

Meet corporate and service customer standards. Provide clear, respectful and responsive support that takes account of individual circumstances, keeps people informed and promotes improvements to the customer experience.

Health and safety

Take reasonable care for personal health and safety and that of colleagues, service users and the public. Follow established systems of work, cooperate with management, use protective equipment where required and report hazards or defects promptly.

Teamwork and development

Contribute positively to the team and the development, delivery and monitoring of service plans. Take responsibility for continuing professional development, participate in training and share learning. Support efficient working and improvements that provide value for money.

Flexibility and working arrangements

Provide support and appropriate cover for Leadership Support Team colleagues during leave or absence. Attend meetings outside core business hours where required. Undertake other duties reasonably required by the line manager that are consistent with the grade and competence of the post. These duties do not confer line management responsibility.

Person specification

Job title: Leadership Support Officer

Assessment: application form and interview. Weighting: 3, most important, for all criteria below.

Minimum education and qualifications

A relevant qualification or degree, or demonstrable experience that provides the knowledge and skills required for the role.

Minimum experience knowledge and skills

- A proven record of managing casework against agreed targets, including complex or sensitive enquiries and tracking responses and agreed actions through to completion.
- Experience of working in local government or a political environment, with an understanding of the roles of elected Members and officers and the need for political impartiality and discretion.
- Experience of coordinating contributions across services, securing clear responsibilities and deadlines, and following up with senior colleagues to progress outstanding matters.
- Ability to draft and review accurate, clear and empathetic correspondence and prepare concise reports, presentations and briefings on complex or sensitive issues.
- Understanding of relevant Council policies, complaints and enquiry procedures, and the legislative framework affecting the role. Ability to interpret and explain relevant requirements and recognise when specialist advice is needed.
- Ability to assess urgency, recognise safeguarding and other significant risks, apply relevant procedures and escalate concerns appropriately.
- Proficiency in Microsoft Office and experience of maintaining accurate electronic case records, action trackers and management information. Ability to learn and use new systems effectively.
- Ability to analyse case information and performance data, identify gaps and recurring themes, and draw sound conclusions that support resolution and service improvement.
- Understanding of project management methods and experience of delivering projects or service improvements, including coordinating contributions and monitoring milestones.
- Ability to prioritise competing operational and project demands, maintain accurate records and meet deadlines as circumstances change.
- Ability to apply information security, data protection, confidentiality, risk management and health and safety requirements in day to day work.
- Experience of coaching, supporting or sharing knowledge with colleagues and helping new starters understand systems and procedures.

Person specification continued

Assessment: application form and interview. Weighting: 3 for all criteria below.

Minimum behaviours

Customer service

Treat people with empathy, respect and patience, including when handling difficult conversations. Understand differing needs and circumstances, explain what will happen next and take practical steps to provide an accessible and responsive service.

Communication and influencing

Communicate clearly and confidently in writing and conversation, adapting the approach to the audience. Build trust with Members, residents and colleagues, exercise sound political judgement, and constructively challenge incomplete responses or missed commitments.

Working together

Build effective working relationships across services and with external partners. Secure cooperation from people outside the immediate team, clarify responsibilities and resolve differences professionally to progress shared work.

Analysis and judgement

Examine evidence carefully, identify missing or conflicting information and reach proportionate conclusions. Recognise the wider context of individual cases, handle sensitive matters discreetly and know when to refer a decision or concern to the appropriate officer.

Driving improvement

Take initiative to improve systems, response quality and the customer experience. Use learning from casework to identify practical changes and consider the wider organisational implications of proposed solutions.

Organisation and adaptability

Set clear priorities and milestones, organise work effectively and maintain oversight of multiple cases and projects. Respond calmly to changing demands while keeping attention on deadlines, outstanding commitments and the quality of the work.

Supporting colleagues

Share knowledge, provide practical guidance and contribute to colleagues' learning and confidence. Support induction and coaching, and raise matters requiring a management decision with the Leadership Support Manager.

Acknowledgement

Employee name: _____

Employee signature: _____

Date: _____