



Role Profile

This section provides key information relating to the role

Job Title:	Corporate Support Officer		
Post No:	P01744	Grade:	C
Team:	Governance Services	Location:	Campus East
Responsible to:	Governance Manager		
Responsible for:	N/A		

Overall job purpose:

To provide a full range of corporate support services in a competent and timely manner

Key areas of focus:

1.	Process outgoing mail, including franking, size and average weight or bulk delivery as appropriate; and sort and prepare incoming mail for internal and external distribution.
2.	Receiving, processing and distributing goods-inwards, ensuring parcels and packages are delivered to the appropriate service area, and assisting with the receipt of large deliveries as and when required.
3.	DX collection and delivery, and provision of a timely delivery and collection service for parcels, packages and items of equipment etc to other Council office sites and as directed.
4.	Provide support for the Elections, Civic Events and emergencies; including moving equipment and working outside office hours as required by the Governance Services Manager.
5.	Correctly raising and lowering flags on official occasions as required (or as directed), ensuring flags are treated with appropriate care and attention.
6.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
7.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
8.	Any other duties that are commensurate with the level and grade of this post as instructed by the Governance Services Manager.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Experience of administrative work	x		AP/IN
Knowledge			
Understanding of mail room equipment and procedures		x	AP/IN
Competent in the use of Word, Excel and Outlook and other systems relevant to the role	x		AS
Skills and abilities			
Ability to organise and prioritise a workload and meet identified deadlines.	x		AP/AS/IN
Ability to work on own initiative or as part of a team	x		AP/IN
Ability to communicate effectively and concisely both orally and in written form.	x		AP/AS/IN
Other attributes			
Full clean driving licence	x		AP
Ability to work outside of normal office hours in order to attend evening and weekend events	x		AP/IN
The work is often physically demanding requiring some heavy lifting	x		IN
Enthusiasm and flexibility	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.