

**Job Description: Assistant Member Services Manager**

**Reports to: Member Services Manager**

**Directorate/Team: Assistant Chief Executive’s/Member Services**

**Grade: Grade 4**

**Job Purpose:**

Provide comprehensive support to the LGA’s formal Member decision-making structures; contribute to the ongoing development and continuous improvement of our governance arrangements to support our ambition to be the best membership organisation we can be.

**Context:**

The LGA is the national membership body for councils in England and Wales (through a corporate membership with the Welsh LGA). Our member councils comprise county, district, unitary and metropolitan councils and London Boroughs and we work closely with the combined authorities and their elected mayors. The LGA is a company and the LGA Board is elected annually by the General Assembly.

The majority of our meetings are hybrid and are supported from our Westminster headquarters in 18 Smith Square but some meetings, including the General Assembly, take place in venues across the country.

**Core Accountabilities:**

1. Organise and support meetings, events and functions to support delivery of LGA priorities.
2. Maintain and continuously improve administrative systems, including forward/project plans, electronic filing systems, mailing lists and databases.
3. Contribute to the delivery of the team’s agreed objectives.
4. Participate in relevant projects that support the delivery of the LGA Business Plan.
5. Model the LGA’s values and work in accordance with health and safety, equal opportunities and environmental policies.
6. Undertake any other duties and responsibilities appropriate to the post.

**Role Specific Accountabilities:**

1. Manage a portfolio of LGA member meetings; set up and support meetings, prepare forward plans, agendas and notes of meetings to the highest standards, in consultation with the relevant chair and lead Policy/Improvement Adviser/ SLT Member; produce minutes within three working days and publish non-confidential all agendas, papers, minutes and forward plans on the website within agreed deadlines.
2. Respond to enquiries and advise on protocols, procedures and constitutional issues; contribute to the development of policy, corporate standards and codes of conduct, preparing written briefings and other materials where required.
3. Maintain an up-to-date understanding of the challenges facing councils and of the wider political environment; undertake research, prepare reports and briefings and other tasks to support ongoing policy development, improvement and lobbying activities initiated by elected members.
4. Oversee the ongoing development and continuous improvement of the leadership and governance pages of the LGA website, meeting management software (currently Issue Manager) and other new technology opportunities.
5. Support the delivery of the LGA’s General Assembly and annual member appointment process, including preparation and distribution of formal letters of appointment.
6. Advise elected members and councils on the LGA’s Members’ Scheme of Allowances; ensure that changes to the scheme are communicated immediately; support and contribute to the work of the Independent Remuneration panel.
7. Line manage designated Member Services staff in accordance with the LGA’s values; support the wider team and contribute towards building a culture of flexible and collaborative team working to ensure that the LGA meets its business objectives and responds effectively to new or changing requirements.
8. Carry out project work according to the needs of the team at level commensurate to the post.
9. Support and deputise for the Member Services Manager.

**Relevant Contacts:**

**LGA**

Elected Members, in particular lead members of LGA boards and committees

Political Group Offices

Policy and improvement lead officers

Special Interest Groups

**Local Authorities**

Leaders’ offices/support teams

Heads of Democratic Services

Officer and member networks

Regional groupings

Association of Democratic Services Officers (ADSO)

**Other**

External organisations, partners, stakeholders

**Person Specification: Assistant Member Services Manager**

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| **Qualifications**  |  |
| **Knowledge and experience** | * Experience of organising meetings, events or other activities, ideally gained in a member/democratic services environment.
* Previous administrative experience and knowledge of office systems and procedures.
* A broad understanding of local and/or central government and how they work.
* Experience of working in a team environment.
* Experience of a range of software packages including Word, Excel, PowerPoint and Issue Manager.
* Experience of researching data from a range of sources and of compiling clear, comprehensive papers.
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| **Skills and abilities** | * Excellent written skills, with the ability to accurately summarise and convey complex information.
* Excellent organisational skills and an attention to detail, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy
* The ability to give clear advice on procedural issues both verbally and in writing.
* Political sensitivity, with the ability to exercise discretion, judgement and confidentiality when dealing with politicians and officers at every level, and to demonstrate political neutrality at all times.
* Good interpersonal skills, with the ability to deal with members, colleagues and others with courtesy, tact and sensitivity.
* A demonstrable commitment to customer care.
* Excellent IT skills, including Word, Excel and PowerPoint with the ability quickly to learn new packages as required.
* Ability to work as part of a team and to support others.
* Flexible approach to work, with a keenness to adapt to meet changing work requirements
* A positive, “can do” attitude
* Ability to support, encourage and train less experienced members of the team either formally or informally.
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