

## **Job Description: Member Services Officer**

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**Reports to:** Member Services Manager

**Directorate / team:** Assistant Chief Executive / Member Services

**Grade:** Grade 3

**Salary:** £37,550 per annum (including London Weighting)

**Employment Type:** Fixed term or secondment considered, full-time

### **Job Purpose:**

To provide comprehensive support to the Local Government Association's formal (LGA) governance arrangements, elected members and policy teams.

### **Accountabilities:**

1. Manage, organise and support a portfolio of meetings, events and functions to support efficient, accountable and informed political decision making and the delivery of LGA priorities.
2. Plan a schedule of meetings, including arranging room bookings, refreshments, agenda distribution and other administrative tasks in support of the team and/or lead members of the LGA.
3. Act as the first point of contact and committee secretariat for governance structures within designated portfolio, managing all correspondence and being a conduit between LGA officers, elected members and stakeholders.
4. Undertake research, prepare reports and briefings and other tasks as directed to support ongoing policy development, improvement and lobbying activities initiated by elected members.
5. Provide advice and guidance to members and officers on the LGA's Articles of Association, Governance Framework, Members' Scheme of Allowances, Code of Conduct for Political and Independent Appointees and other related protocols and corporate standards.
6. Maintain and manage relevant sections of the LGA website, the Wire intranet and internal SharePoint sites.
7. Maintain and continuously improve administrative systems and working practices, including forward/project plans, electronic filing systems, mailing lists and databases.
8. Contribute to the delivery of the team's agreed objectives and lead on improvement projects when required.

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9. Participate in relevant projects that support the delivery of the LGA Business Plan, undertaking any other duties and responsibilities appropriate to the post.
10. Provide support when required for major events organised by the team, such as General Assembly and the briefing day for members.
11. Model the LGA's values and work in accordance with health and safety, equal opportunities and environmental policies.

**Relevant Contacts:**

**Local authorities**

Elected members appointed to LGA structures  
Leaders' offices/support teams  
Officer and member networks  
Regional groupings

**LGA**

Political Group Offices  
Senior Officers  
Policy teams  
Special Interest Groups  
Policy Boards, committees and task & finish groups

**Other**

Government Departments  
External organisations, partners, stakeholders

## Person Specification: (Member Services Officer)

<b>Qualifications</b>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• A broad understanding of local government and how it works.</li> <li>• Experience of supporting formal meetings, preferably gained in a local authority, charity or other public sector or membership organisation.</li> <li>• Experience of a range of software packages including: SharePoint, Word, Excel, PowerPoint, email and preferably committee management software.</li> <li>• Experience of working within a team environment, as well managing own workload with a high level of autonomy.</li> <li>• Experience of researching data from a range of sources and of compiling clear, comprehensive documents.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Excellent written skills, with the ability to accurately summarise and convey complex information.</li> <li>• Excellent oral and influencing skills, with the ability to give clear advice on procedural issues.</li> <li>• 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.</li> <li>• Good interpersonal skills, with the ability to deal with elected members, other clients and colleagues with confidence, courtesy, tact and sensitivity.</li> <li>• A demonstrable commitment to customer care.</li> <li>• Excellent organisational skills, with the ability to prioritise work to meet deadlines.</li> <li>• High attention to detail and a concern for order and accuracy.</li> <li>• Excellent IT skills, including Word, Excel and PowerPoint with the ability quickly to learn new packages as required.</li> <li>• Ability to work flexibly as part of a team and to support others.</li> <li>• Flexible approach to work, with a keenness to adapt to meet changing work requirements.</li> <li>• A positive, “can do” attitude.</li> </ul>