

MIDLANDS CONNECT JOB DESCRIPTION

Post Title	Corporate Services Officer
Reporting to	Director of Corporate Services
Team	Corporate Services
Direct Reports	0
Contract Status	Permanent

ROLE PURPOSE

Responsible for providing high quality business support across the organisation to enable Midlands Connect to achieve its priorities for the region. The responsibilities of the role will be spread across a broad range of corporate service functions including governance, compliance, finance, office management and business operations. The post-holder will be expected to work closely with the wider Corporate Services Directorate to ensure the smooth running of the organisation and provide cross-organisational business support and administration cover as required.

ACCOUNTABILITIES

- **Governance:** Support the Corporate Governance and Compliance Lead in ensuring the effective running of Corporate Governance meetings and events, including organising dates and venues, sending invitations, recording responses, distributing agendas and papers, taking minutes, collating materials, and any other logistical tasks as required. Support the management of governance lists, contact lists and databases.
- **Compliance:** Supporting the Corporate Governance & Compliance Lead in servicing the interface between MC and its accountable body ensuring compliance with legal, procurement, HR and financial policies and procedures including Data Protection Act Freedom of Information Act requests. Support the delivery and administration of procurement activities including Midlands Connect Specialist Technical Framework.
- **Finance:** Supporting the Finance Lead in the management of the MC budget including raising requisitions, approval of orders for goods and services using the agreed finance system and track their progress and ensure the recording when goods and services have been received. Support in the management of change requests.
- **Office management:** Supporting the Office Manager in the smooth running of the office by keeping an accurate record of IT and office equipment, greeting and assisting visitors and coordinating room booking.
- **Business Operations:** Developing and maintaining a MC filing structure including SharePoint and provide support to the wider team including pro-active diary management, workload management, progress chasing, shared email inbox management, formatting and producing documents, managing requests for travel, accommodation and catering and budget monitoring.

RESPONSIBILITIES

- To fully support MC meetings and events as required by the business including the provision of minute-taking, organisation of dates, suitable venues and hospitality arrangements.

- Raise requisitions, purchase orders, managing change requests and exemption forms and invoice management to ensure timely payments and successful delivery of the Midlands Connect Programme.
- Support, implement and monitor governance processes and procedures including governance lists, contact lists and databases.
- Support the efficient running of the IT and other corporate systems, liaising with the WMCA ICT team, other contractors and suppliers when needed, and arranging servicing of office equipment when required.
- To give advice and help facilitate the maintenance, development and rollout of systems/processes, and to ensure that staff receive support in the use and maintenance of business applications.
- To manage Midlands Connect's external email boxes: to deal with all emails received in the email boxes; and to ensure that emails, as appropriate, are acknowledged, logged, actioned, monitored and responded to.
- Support the recruitment process including the development and implementation of an effective induction programme and provide support to line managers.
- To administer MC's process for handling enquiries including Freedom of Information Act requests: to ensure all enquiries are logged and monitored and are responded to as appropriate within the deadlines; and to produce related statistics and reports.
- Support the delivery, administration and monitoring of procedures and processes and procurement activities including Midlands Connect Specialist Technical Framework.
- Assist in maintaining inventories and administer/order equipment including troubleshooting of basic hard/software problems, working closely with relevant parties.
- Monitor Service Level Agreements, licenses and insurances as appropriate.
- To ensure that confidentiality is maintained in all areas and to ensure Data Protection Act principles are adhered to.
- To ensure that safety and security is upheld by adhering to all appropriate policies, reporting and escalating issues appropriately as they arise.
- To work flexibly and as part of a team to ensure cover of all aspects of Corporate Services to provide continuity and resilience within the team.
- Engender a supportive and constructive working culture where all colleagues feel empowered to contribute to new and improved ways of working for their teams, service and organisation.

PERSONAL SPECIFICATION

Experience	<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>		Assessment Method		
	E	D	App *	Int **	Other ***
Practical office experience, including experience in dealing with external contractors.	x		x		
Experience of working with financial systems		x	x		
Experience of working within a busy environment.		x	x		
Excellent minute-taking.			x		
Experience of organising, preparing for and facilitating meetings	x			x	

Skills/Knowledge/Abilities	E	D	App	Int	Other
Good verbal/written communication skills, including professional telephone manner.	x			x	
Excellent interpersonal skills, including tact and diplomacy.	x			x	
Excellent IT skills, including Word, Excel and PowerPoint.	x				x
Excellent Team Working	x		x		
Ability to work on own initiative, prioritising work to meet demands.	x			x	
Qualifications/ Professional Memberships	E	D	App	Int	Other
Minimum 4 GCSEs or equivalent, including Mathematics and English	x		x		
Any relevant Business Administration qualifications		x	x		

* Application

** Interview

*** Details will be shared at interview stage

HEALTH AND SAFETY

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

EQUALITY AND DIVERSITY

To promote and champion equality and diversity in all aspects of the role.

LEARNING AND DEVELOPMENT

To participate in and take responsibility of any learning and development required to carry out this role effectively.

PERFORMANCE MANAGEMENT

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (GENERAL DATA PROTECTION REGULATION)

To ensure the reasonable and proportionate protection, processing, sharing and storing of Midlands Connect information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the Midlands, in all aspects of the role.

OTHER

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work within stakeholder and partner offices within the Midlands Connect Partnership area on a regular basis.