

Supporting a thriving Parliamentary democracy

Job Title:	Team Services Support Officer
Salary:	£26,715 – £30,370 (Appointment will normally be made at the minimum of the pay range)
Team:	Governance and Strategic Business Resilience
Number of Posts:	1
Contract Type/Duration:	Fixed term until 31/12/2021

Team Information

Governance and Strategic Business Resilience support the governing body of the House of Commons, the House of Commons Commission, chaired by Mr Speaker, and runs the offices of the Clerk of the House of Commons and the Director General. It provides the secretariat for the Commission, the Commons Executive Board and a number of Domestic Committees.

Governance and Strategic Business Resilience are responsible for key corporate functions including Internal Audit, Risk Management, Compliance, Business Resilience and Emergency Planning, the Parliamentary Safety Team, the Customer and Insight Team, and the Communications Office.

Job Information

This is an opportunity to gain valuable experience in the Governance and Strategic Business Resilience (G&SBR) Team. Working in Team Services, the postholder will gain exposure to the whole office and develop an understanding of how the central functions of the House service operate. After the fixed term post ends, the successful candidate will be expected to return to their home team – this role does not have the possibility of extension or permanency.

The Team Services Support Officer will have an outward facing customer service role and will be responsible for dealing with queries and requests where possible or directing customers to the appropriate team. The postholder will also provide ongoing support to the Customer and Insight Team. A significant part of the role will be communications, both internally within the G&SBR team and externally by ensuring the intranet pages owned by G&SBR are well maintained and up to date.

The role will also be responsible for ensuring the smooth running of the office administration including; inducting new staff; ensuring Display Screen Equipment (DSE) assessments are complete; supporting the Managing Director of the G&SBR team with ad hoc tasks/projects; and supporting the Safety team with administering the first aid suppliers.

Responsibilities

- Act as the first point of call for the Office, supporting various sections. This includes responding to telephone calls and written correspondence, monitoring and managing the Office's various inboxes and online portals, for example the Governance mailbox or the Compliments, Complaints and Comments portal, to ensure that all messages are acknowledged within one working day and are dealt satisfactorily within agreed timescales following best customer service practice.
- Support the Customer and Insight team with administrative and project support as required.
- Act as Team Services lead for provision of communications for the G&SBR Team, including drafting and sending weekly communication emails and newsletters, keeping intranet pages owned by G&SBR well maintained and up to date, drafting and publishing office organograms and outward facing communications.
- Arrange the induction of new starters in the Team, making sure they have the resources they require and meet the various sections within the Team.
- Support the Head of Team Services to make sure the G&SBR team is compliant with corporate requirements such as: effective record keeping, completed DSE assessments, completed essentials training etc.
- Support the Safety team with the effective administration of first aid supplies for customers across the House Service.
- Ad hoc support for the Head of the G&SBR Team and Head of Team Services as required, and ongoing support for the Information Management lead.
- Taking minutes, creating agendas and arranging diaries for team/project meetings as required.
- Other administrative duties commensurate with the pay band.

Hours

We welcome applications from candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

Net conditions full-time working hours for staff of the House are 36 hours per week. This excludes daily meal breaks of one hour. The exact daily times of attendance will be agreed with line management.

Workplace Adjustments

As an inclusive employer, the House of Commons supports individuals in need of workplace adjustments. The workplace adjustment process prevents, reduces or removes problems you might face at work. Adjustments can be requested to help with obstacles relating to mental health, and physical or non-physical requirements. You can request a workplace adjustment if you have a disability or suffer from a difficulty or disadvantage in your workplace.

Application and Selection Process

Further details will be provided if you are successful at the initial application stage.

We may ask you to complete a test, presentation or other assessment as a part of your recruitment process.

If you are invited to interview, we will ask you a combination of competency questions and role specific questions solely based on the criteria below. Any presentation or test requirements will be clearly communicated to you well in advance of your interview.

As a Disability Confident Leader, it is important that we are able to make appropriate arrangements or adjustments where necessary in order to create a full and equal participation in the selection process. If you require any reasonable adjustments, please contact the recruitment team to see how we can meet your needs.

Our Values

The House Service is proud of our organisational values, which will deliver our strategy. We are looking for people who can bring these values to life:

Inclusive: We value everyone equally; We respect each other; We all have a voice.

Courageous: We try new things; We own our actions and decisions; We learn from our mistakes.

Trusted: We trust each other to do a good job; We are impartial; We build confidence in Parliament with our integrity.

Collaborative: We share our knowledge and experience; We work towards a shared vision; We know we work better in a partnership.

Skills and Experience

Criterion 1

Excellent administrative skills, with the ability to proactively manage a range of administrative tasks, the ability to draft documents, reports, newsletters and minutes, to a high standard of accuracy.

Criterion 2

Experience of providing excellent customer service to a range of colleagues and stakeholders, escalating issues as required and proactively seeking opportunities to improve the customer experience.

Criterion 3

Demonstrates a flexible approach and works effectively as a team member; understands the team goals and objectives; offers help to team members and responds willingly to requests for help whilst upholding the values of equality, diversity and inclusion.

Criterion 4

The ability to work within an extremely busy and reactive environment. Capable of organising own workload to achieve demanding deadlines and urgent work at short notice, and prioritise conflicting tasks.

Criterion 5

Understanding of the Microsoft Office packages, and Microsoft Teams. Understanding of the House of Commons CMS software or the ability to learn. Understanding of the HAIS and financial requisitioning systems, or ability to learn.
