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| **Job Title:** | Secretariat Officer | **Contract Type:** | Permanent |
| **Grade:** | EO | **Salary range (depending on location):** | National £25,827 - £27,170London £29,664 - £31,200Please note that unless you are currently employed by the Civil Service and are earning more than the minimum above, if successful you will be offered the minimum for the grade depending on your location. |
| **Location:** | National |
| **Directorate:** | Corporate Services | **Team:** | Governance, Risk & Assurance |
| **Working Pattern:** | The post is supported by the MOJ flexible working policy and includes colleagues who work flexibly, remotely, part time or as part of a job share etc. |
| **Reporting to:** | Head of Secretariat |
| **Closing date for applications** | 1st February 2023 |

# **The Legal Aid Agency**

We are an executive agency of the Ministry of Justice (MoJ). We administer the legal aid fund for England and Wales, and in doing so help hundreds of thousands of people to access legal help and advice to deal with their legal problems every year.

Our people are at the heart of achieving excellence. Employing around 1,200 colleagues across England and Wales, we feel proud to have some of the best [People Survey results](https://intranet.justice.gov.uk/guidance/statistics-and-survey-results/people-survey-2016/) in the Civil Service.

# **Our LAA commitment to Diversity and Inclusion**

The LAA is committed to diversity and inclusion and we positively promote [flexible working](https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/flexible-working/), including job shares.

We will consider all applications on merit regardless of age, disability, gender identity, sexual orientation, socio-economic background, religion, ethnicity, preferred working pattern and except for exceptional circumstances your working location.

As a Disability Confident organisation, we will offer a guaranteed interview to candidates with a disability who meet the essential criteria for this role. Under the Equality Act 2010 a disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities which has lasted, or is expected to last, at least 12 months.

If you are responding to a role within the Legal Aid Agency and would like to be considered under the guaranteed interview, please ensure that you attach the Disability Confident Scheme Form when you return your application. You can use the same form to let the recruiting manager know of any reasonable adjustments you may require during the sift or later selection processes.

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# **Corporate Services**

The Corporate Centre helps shape and enable the priorities of the Chief Executive, Executive Leadership Team (ELT) and People Committee to be delivered.

**Corporate Assurance, Risk and Secretariat team**

The Secretariat team provides a Secretariat function for the LAA’s key senior governance forums such as the Board and ELT and sits within the wider Corporate Assurance, Risk and Secretariat (CARS) team.

The CARS team combines the five functions of Health & Safety, Information & Data Security, Business Continuity, Risk and Secretariat to collectively strengthen and support the LAA’s governance, assurance strategies, risk management processes and provide support to the LAA’s governance and management committees.

**Is this for you?**

* You enjoy being part of a team;
* You enjoy working in a fast-paced environment with the ability to juggle different tasks in quick succession;
* You are organised with excellent attention to detail;
* You have a passion to want to deliver an excellent service;
* You have an interest in always striving for improvement and new ways of working.

# **Job Summary**

This is a varied, fast paced and rewarding role that operates at the heart of the LAA and involves regular interaction with members of the ELT and exposure to high profile issues with the ability to manage and prioritise a variable workload.

The post-holder will be responsible for leading on a number of key meetings, the planning of meeting dates for meeting forums and a range of meeting and out of committee requirements for the ELT. They will provide support in the preparation of meetings as required, help manage the Secretariat team mailbox, shared drive and Microsoft Teams areas.

This is an exciting opportunity to work closely with multiple teams across LAA as well as teams across Corporate Services such as the Chief Executive’s office on a range of areas and build strong networks across the LAA and wider Ministry of Justice.

Key Responsibilities:

The Secretariat Officer plays a vital role in assisting the Secretariat to deliver effective, efficient and professional management of the Agency’s formal governance forums. Key duties and responsibilities include:

* Leading on key LAA governance meetings including agenda planning, action management, paper collation and distribution and minute taking\*;
* Leading on ensuring the attendance log is up to date and supporting Secretariat colleagues in maintaining the action logs and forward look;
* Managing the Secretariat mailbox, ensuring emails are promptly dealt with, followed up when required and then filed appropriately;
* Leading on meeting dates and arrangements for governance forums, ensuring meetings are planned well in advance and that meetings dates are timely and convenient for attendees;
* Leading on a range of ad hoc ELT meetings, in accordance with ELT diaries and ensuring the necessary papers are provided prior to the meeting;
* Providing support to all meetings when required in preparing complex agendas, arranging presenter attendance slots, commissioning, collating and circulating papers and tracking actions;
* Assisting in the management of the shared area and numerous Microsoft Teams areas relevant to each committee.

\*minute taking will involve producing a high-level account in at least two meetings per month and providing ad-hoc minute taking support in other meetings as required.

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| Essential Knowledge, Experience and skills  | * Excellent organisational and planning skills.
* The ability to prioritise effectively to deliver at pace to tight deadlines and competing priorities.
* Effective interpersonal and influencing skills to engage and build relationships with key stakeholders.
* A good team player with a drive for continuous improvement of ways of working.
* Excellent Microsoft Outlook skills to help navigate multiple outlook calendars and prioritise between conflicting meetings.
* Attention to detail and excellent drafting and communication skills with a commitment to delivering excellence in all work.
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| Desirable Knowledge, Experience and skills | * Previous experience in a Secretariat or executive support role;
* Familiarity with LAA’s governance forums and requirements.
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# **Assessment approach**

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| **Application Process** |
| To apply please provide a statement of suitability showing how you meet the essential criteria in no more than 750 words.Your statement should demonstrate your ability to do all the essential criteria listed, using examples can help strengthen your application. |
| **Interview / assessment Process** |
| If you are successful through the application stage, you will be invited to an interview by Microsoft Teams.You will be assessed against the strengths required by the role and the following behaviours:* Delivering at Pace

Regularly review the success of activities in the team to identify barriers to progress or challenging objectives. Identify who and what is required to ensure success, set clear goals and areas of responsibility and continually assess workloads considering individual needs. Follow relevant policies, procedures and legislation to complete your work. Ensure colleagues have the correct tools and resources available to them to do their jobs. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.* Seeing the Bigger Picture

Understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities.* Managing a Quality Service

Work with customers to understand their needs and expectations. Create clear plans and set priorities which meet the needs of both the customer and the business. Clearly explain to customers what can be done. Keep colleagues and stakeholders fully informed of plans, possibilities and progress. Identify common problems that affect service, report them and find possible solutions. Deliver good customer service which balances quality and cost effectiveness.   |

Shortlisting is planned for week commencing 6th February 2023

Interviews are planned for week commencing early March 2023

If you would like more information on this opportunity, please contact – Karen Jopson, Head of Secretariat, karen.jopson@justice.gov.uk.

# **Complaints procedure**

If you have any complaints about this recruitment activity, please share your concerns by emailing LAAPeopleTeam@justice.gov.uk initially. We aim to respond to any complaint within 10 working days.

If you are dissatisfied with our response, we will forward your complaint to the Civil Service Commission, an independent body, for review.