

JOB DESCRIPTION

JOB TITLE:	Mayoral Support Officer
MANAGED BY:	Senior Executive Assistant to the Mayor
GRADE:	7

THE ROLE

The West of England Mayoral Combined Authority (MCA) is seeking to appoint a Mayoral Support Officer to join the mayor’s team. Reporting to the Senior Executive Assistant to the Mayor and working closely with the PA team, this role will provide high-quality, confidential diary management, logistical coordination and administrative support to the Mayor and team.

The postholder will play a pivotal role in ensuring the Mayor is fully prepared for all meetings and engagements, managing a complex and dynamic diary and coordinating logistics with efficiency and professionalism. They will work proactively with colleagues across the MCA to support the smooth day-to-day running of the Mayor’s office, coordinating travel and events, supporting correspondence and contributing to continuous improvement of office processes and procedures.

The postholder will bring a proactive, professional attitude, remaining calm under pressure and comfortable acting with appropriate levels of confidentiality and discretion. They will be highly organised, taking a high level of accuracy and attention to detail in their work, and can manage a complex workload efficiently.

KEY RESPONSIBILITIES

Diary and Logistics Management

- Manage the Mayor’s diary, ensuring the Mayor is fully prepared for all upcoming meetings, events and engagements, with materials organised and accessible for hybrid or in-person meetings.
- Liaise with offices of senior business leaders, local authority partners, government officials and other key stakeholders to coordinate and confirm diary commitments.
- Make travel and accommodation arrangements for the Mayor, in line with the travel and accommodation policy; book meetings and make appropriate logistical arrangements including room layout and refreshments.

- Coordinate large-scale meetings, VIP visits and high-profile engagements, including venue management, guest lists and liaison with communications colleagues.

Administrative and Correspondence Support

- Provide full administrative support to the Mayor's office, exercising judgement, initiative and discretion in sorting urgent and non-urgent communications and items of a confidential nature.
- Ensure all documents and correspondence meet the high professional presentation standards required; produce agendas and minutes for meetings; and be a first point of contact for visitors and regional partners.
- Liaise with colleagues across the Combined Authority to support timely and accurate responses to Mayoral correspondence; support the development of correspondence templates and process documentation.
- Support continuous improvement of correspondence and administrative processes, contributing to the effective day-to-day running of the Mayor's office.
- To undertake all other duties as requested by the Senior Executive Assistant to the Mayor, commensurate with the grade and status of the post.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Business administration qualification to NVQ level 3 or equivalent, and/or equivalent knowledge gained through experience, including excellent IT skills (MS Outlook, Word, Excel, PowerPoint, SharePoint).
- A clear understanding of the requirements of a role that directly supports senior management or elected officials, with knowledge of national, local and regional government structures.

Experience

- Experience of providing administrative support in a busy organisation where accuracy and pace are vital, with proven ability to prioritise a complex workload and maintain confidentiality.
- Experience of diary management, logistics coordination or providing direct support to senior leaders or elected officials, including dealing with multiple senior stakeholders.
- Experience of organising and supporting meetings and events, and of dealing with correspondence for a range of audiences.

Skills and Competencies

- Excellent written and verbal communication skills; ability to quickly establish strong working relationships at all levels and work collaboratively to achieve successful outcomes in a timely manner.
- Strong organisational skills, high level of accuracy and attention to detail, and ability to manage a complex workload effectively.
- A proactive person, calm under pressure, and able to maintain appropriate levels of confidentiality and discretion.
- Demonstrates ownership, accountability and effective problem-solving in delivering results.

DESIRABLE

- An understanding of the role and priorities of the West of England Mayoral Combined Authority and Mayor, and awareness of the context in which the MCA and/or public sector operates.
- Experience of acting as a PA or executive support officer to a senior Director or elected official, and/or working in a complex political organisation or the public sector.
- Experience of managing a complex inbox and electronic diary, and/or use of a correspondence management system (e.g. caseworker.mp or equivalent).