

Job Description

Business Support Coordinator (Member Support and Electoral Services Assistant)

Reference: 4603

Date: October 2025

Job Family:	Admin Support / Business Support
Level:	1
Band:	4
Career Track:	Operational

Job Purpose

To provide administrative support to elected Members of the Council to enable them to operate efficiently and effectively in their representational role/democratic duties.

Service Purpose

Northumberland County Council's Member Services and Elections teams are responsible for delivering high-quality democratic and electoral services that uphold transparency, accountability, and public engagement. The service supports elected Members in fulfilling their roles through administrative assistance and training, while also managing civic events and ceremonial functions. It oversees the coordination of Council meetings and scrutiny processes, ensuring that decision-making is efficient and inclusive. The Elections team ensures the lawful and smooth running of all electoral processes, from voter registration to the administration of local and national elections. Together, these functions promote active citizenship, uphold democratic integrity, and ensure that Councillors and communities are well-supported in shaping local governance.

Duties and Responsibilities

- **Provide Member Support:** Deliver administrative and diary support to elected Members, including senior Members, to enable efficient working and effective time management.
- **Respond to Member Queries:** Assist Members with general enquiries, signposting, and support with systems such as expenses and administrative processes.
- **Support Council and Committee Meetings:** Provide administrative assistance to the Member Services team, including preparation and follow-up for Council and Committee meetings, especially around the AGM.
- **Facilitate Communication:** Act as a liaison between elected Members, senior officers, stakeholders and external bodies to maintain strong working relationships.
- **Coordinate Civic and Community Events:** Plan and arrange civic functions, community events and corporate receptions in collaboration with relevant teams.
- **Organise Meetings and Travel:** Schedule internal and external meetings, make travel arrangements, and ensure senior Members are briefed and prepared.
- **Manage Diaries and Correspondence:** Maintain senior Members' diaries, monitor incoming communications, and direct enquiries appropriately.

- **Handle Confidential Information:** Control and manage confidential papers, ensuring secure retention, duplication and transmission.
- **Support Electoral Services:** Provide administrative support for elections when required, including tasks related to the annual canvass, postal vote applications and major polls.
- **Maintain Records and Systems:** Monitor and record telephone calls, emails and correspondence, ensuring accurate documentation and follow-up.
- **Process Financial Transactions:** Reconcile accounts, handle petty cash, and liaise with suppliers to ensure accurate and timely payments.
- **Prepare Meeting Materials:** Assist in preparing documentation for committees, working groups and team meetings.

Person Specification

Professional and Technical Requirements

- **Qualifications:** Business Administration qualification or equivalent.
- **Knowledge of Local Government:** Understanding of local government procedures and civic functions, or willingness to learn.
- **Relevant Experience:** Experience in a similar role involving administrative support and public-facing tasks.
- **Interpersonal Skills:** Excellent interpersonal abilities including tact, diplomacy, discretion and a confident, outgoing personality.
- **IT Proficiency:** Extensive skills in Microsoft Office applications (Word, Outlook, PowerPoint, Excel).
- **Problem Solving and Initiative:** Ability to resolve problems independently and work on your own initiative.
- **Organisation and Time Management:** Ability to plan, prioritise and manage workload effectively, working to deadlines.
- **Calm Under Pressure:** Ability to remain calm and polite under pressure and in challenging situations.
- **Attention to Detail:** Exercises due care and attention to detail in all aspects of work.
- **Professional Conduct:** Reliable, punctual, promotes equality and diversity, and maintains professional standards.
- **Transport Requirements** The duties will involve travel to different locations across the County which will be more frequent at election time. The postholder must be able to meet this requirement.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.

- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.
- **Explainer:** You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.
- **Team Player:** You work well as part of a team and strive to ensure the team pulls together and is effective.
- **Adaptable:** You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change.
- **Precise:** You concentrate on detail and make sure everything is accurate and error free.

Desirable

- Experience in a Member support role.