

Democratic Services Officer (Committees)

Department	Legal and Democratic Services
Pay Grade	G4
Responsible to	Democratic Services & Elections Manager

Role Purpose

To provide administrative and secretarial support to committees, sub-committees, and advisory groups, including collating agendas and taking concise, accurate minutes.

To provide support to the wider team during the Elections period.

Role Specific Responsibilities / Accountabilities

- To attend meetings of committees, sub-committees, and advisory groups (including evening meetings approximately once or twice a month). Due to the demands of the work in Electoral Services, the post holder may be required to work additional hours at the time of an election.
- To prepare and publish agendas, minutes, and decisions (using the modern.gov committee management system) and following up agreed actions.
- To update relevant information contained on the Council's website in an accurate and timely manner and ensure that all statutory timetables for the publication of information are met.
- To provide appropriate support to elected Members, including assistance with requests for information to help them fulfil their role, either by providing the information or by referring them to the relevant officer or other source; assistance with the use of modern.gov to access agendas, minutes, reports, meeting dates and the like; and supplying hard copies of documents when requested.
- To give advice on constitutional matters to Members, officers, and members of the public (with the support of the Legal team) particularly in relation to the Council's decision-making process, the interpretation of the Constitution and compliance with access to information requirements.
- To help arrange rooms before meetings, including moving tables if required, and ensuring microphones are fully charged ready for use.
- To produce statistical information in connection with performance standards.
- To maintain knowledge of relevant legislation and guidance in order to ensure that all relevant documentation and formal procedures comply with statutory requirements and to be able to implement new procedures, as necessary.

- To undertake general duties including developing and maintaining office systems, updating the website, responding to telephone messages, email and written correspondence, processing incoming post, sending out letters/forms, photocopying and ordering stationery and equipment in preparation for the annual canvass and elections.
- To host on-line advisory group meetings.
- To answer queries from the general public, Members and officers face to face, by telephone, letter or email on all matters relating to the functions of the Democratic Services Team (within the Legal and Democratic Services department) including electoral registration, and elections.
- To maintain knowledge of our Constitution, and of relevant legislation and guidance in order to ensure that all relevant documentation and formal procedures comply with statutory requirements.
- To ensure that the post holder's performance targets contained in any appraisal document, best value or other performance document, specification or service level agreements are met.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Experience in minute taking at committee meetings.
- Experience in administration and clerical procedures working to deadlines, including dealing with telephone and face to face enquiries.
- Experience working in a busy changing environment where flexibility, teamwork and adaptability are important.
- Experience of delivering administration procedures within deadlines.
- Knowledge of the local area and relevant legislation.
- Competent IT user - able to learn and use new packages and systems, with demonstrable experience of maintaining systems.
- Good written, oral communication and customer service skills.
- Presentation skills.
- Able to work as part of a team and on own initiative.
- Able to work efficiently to deadlines whilst ensuring attention to detail.
- Customer service skills
- Able to respond successfully to change.
- Educated to both GCSE and A Level, or equivalent, or relevant experience.

Desirable Criteria

- Experience of using Modern.Gov (desirable)

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships

- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly