**JOB DESCRIPTION**

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| **JOB DETAILS** | | | |
| **Group: Corporate Resources** | | | |
| **Post title: Democratic Services Officer** | | | |
| **Post number: CCDE02/CCDE03** | | | |
| **Post grade: F** | | | |
| **Section: Democratic Services** | | | |
| **Responsible to: Head of Democratic and Electoral Services** | | | |
| **Responsible for: Democratic and Electoral Services** | | | |
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| **MAIN PURPOSE OF JOB** | | | |
| To provide for the efficient and effective administration of Council and Committee meetings in accordance with the requirements of the law, the Council’s Constitution and the Council’s governance arrangements.  To provide advice, support, information and assistance to Members and the Mayor in undertaking their roles on the Council. | | | |
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| **SPECIFIC DUTIES** | | | |
| * To efficiently and effectively administer meetings of the Council, including Committees, Sub-Committees and Working Groups, to include: * Arrange and organise meetings and prepare and circulate papers for any briefings. * Maintain forward plans/work programmes. * Plan, prepare and publish Agenda papers for meetings in accordance with the required deadlines and relevant legislation in relation to exempt matters and access to information. * Publish Committee papers electronically. * Co-ordinate public participation at meetings. * Attend meetings to accurately record the attendance, declarations of interest and the decisions made and to give information or advice on procedures as appropriate. * Administer and operate webcasting at meetings. * Prepare Minutes and Decision Notices, ensuring accuracy, impartiality and consistency. * Carry out actions and work arising from meetings.   Ensure that other relevant Officers are made aware of actions required of them arising from meetings, and the timescales involved; and monitor and ensure that all actions are completed within those timescales.   * To have a detailed understanding of the work and functions of the Committees allocated to the post, e.g. Planning, Overview and Scrutiny etc., and a broad understanding of the work and functions of the other Committees. * To use the Council’s Modern.gov software to undertake relevant Democratic Services tasks (including agendas, library of relevant documents and Members’ Register of Interests) and seek to maximise the use of the software to improve the efficiency of Committee management and administration. * To provide support, guidance and advice to Officers and Members on governance and Constitutional issues and to assist with keeping the Council’s Constitution under review, making recommendations for updates when required to ensure it remains representative of good practice. * To support report authors in the decision-making process, providing advice and guidance to ensure that reports are complete, coherent for the decision-maker, and prepared in accordance with corporate and Constitutional requirements and to required timescales. * To provide support and guidance to the public on democratic participation, including petitions/e-petitions. * To respond to external enquiries relating to democratic services matters. * To assist in the co-ordination and provision of a comprehensive induction, development, and support programme for Members of the Council. * To act as a point of contact for Members in order that they receive the necessary advice, support, information and assistance to undertake their role on the Council. * To administer the approved Members’ Allowances Scheme including verifying travel and subsistence claims from Members. * To represent the Head of Service: Democratic and Electoral Services at appropriate meetings. * To undertake research and project work as requested. * To assist with and support, when required, Mayoral and/or civic duties * To assist with the delivery of all types of election, polls and referenda, and the annual canvass * To adhere to all Council Policy, in particular Equal Opportunities * To undertake any other duties properly assigned from time to time by the Head of Service: Democratic and Electoral Services which are appropriate to the grade and character of the post. * Meetings are held at varying times, including during the evenings. You will be expected to work flexibly to accommodate this. * You may be required to work additional hours during busy periods, including in the run-up to elections (evenings and weekends). | | | |
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| **ORGANISATIONAL CHART** | | | |
| Please insert chart | | | |
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| **KEY WORKING RELATIONSHIPS** | | | |
| Excellent interpersonal and communication skills, as well as developed skills of tact and diplomacy, are required in order to liaise and work with Members, Leadership Team and other senior staff, and external partners.  The post-holder will be responsible for public participation at Council and Committee meetings and will be required to communicate the procedures and policies to members of the public.  The post-holder will also be required to communicate with the Mayor and public dignitaries and organisations and liaise with them in relation to civic events.  Excellent verbal, written and comprehension skills in order to write reports, recommendations and Minutes and to give advice on matters within the remit of the post-holder.  The post-holder must have the ability to work with sensitive and confidential material, and to manage public meetings of an evocative nature.  To liaise with all persons recruited to support elections. | | | |
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| **RESOURCES** | | | |
| The post-holder will be responsible to handling and processing invoices and checking these to identify errors. They will also be responsible for ordering equipment and supplies for the Democratic Services team and will be accountable for making other purchases, such as for Civic events.  The postholder will be required to support the effective and efficient running of the ModGov system including supporting webcasting software.  The post-holder will be responsible for handling information which may be of a confidential or sensitive nature e.g. reports and Minutes.  The post-holder will have access to and be required to process, personal information e.g. electoral register data.  The post-holder will be responsible for the security of high-value items e.g. ballot papers, civic regalia.  The post-holder will be required to undertake stock control for elections equipment, stationery and civic refreshments etc. | | | |
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| **PHYSICAL DEMANDS** | | | |
| The post-holder will generally be required to sit in a fixed or constrained position, this may be for a prolonged period e.g. during meetings.  A high level of physical effort will be required for substantial periods at certain times of the year, for example, at civic events (e.g. setting up venues and transporting regalia) and during an election period (e.g. packing and moving ballot boxes, setting up venues for postal vote issue/opening or the count etc.). | | | |
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| **MENTAL DEMANDS** | | | |
| The post-holder will be required to cope with a high level of work-related pressure due to the time sensitive nature of many aspects of the role, particularly during an election period.  The role requires prolonged periods of concentration on a regular basis, for instance, when attending meetings, writing complex Minutes, preparing accurate Agenda/reports and during the election period when issuing/opening postal votes.  During an election period there will be significant interruptions to daily tasks due to increased telephone calls.  It will be necessary for the post-holder to switch frequently between tasks to ensure deadlines are achieved – conflicting pressures and time demands/deadlines are a regular feature of this role. | | | |
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| **WORKING ENVIRONMENT** | | | |
| Meetings are held at varying times, including during the evenings. The postholder will be expected to work flexibly to accommodate this. Committee meetings are in-person as can be working groups. Administrative work such as the writing up of minutes can be undertaken from home.  The postholder will be required to work additional hours during busy periods, including in the run-up to elections (evenings and weekends). | | | |
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| **ALL STAFF RESPONSIBILITIES** | | | |
| To adhere to all Council Policies, in particular Equal Opportunities.  To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.  To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.  Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness. | | | |
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| **HEALTH AND SAFETY** | | | |
| To comply with existing and new Health and Safety legislation and the Council’s Health and Safety Policy, and that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others | | | |
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| **PERSON SPECIFICATION** | | | |
| **QUALIFICATIONS** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| 5 GCSE or equivalent |  |  | Application form |
| **EXPERIENCE** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Good working knowledge of the democratic services function |  |  | Application form and interview |
| Previous experience of working within a democratic services environment |  |  | Application form and interview |
| **SKILLS** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Excellent and highly developed written and verbal communication skills |  |  | Application form and interview |
| Diligence, accuracy and eye for detail |  |  | Application form and interview |
| Microsoft Office |  |  | Application form and interview |
| Concentration and listening | x |  | Application form and interview |
| Interpretation of complex verbal communication | x |  | Application form and interview |
| **BEHAVIOURS / ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Self motivated with the ability to use own initiative |  |  | Application form and interview |
| Ability to communicate effectively with a variety of people |  |  | Application form and interview |
| Customer focused |  |  | Application form and interview |
| Creative approach to work | x |  | Application form and interview |
| Politically sensitive, tactful and diplomatic | x |  | Application form and interview |
| Calm, helpful, co-operative disposition | x |  | Application form and interview |
| Demonstrate behaviours consistent with the council’s values | x |  | Application form and interview |
| Commitment to equality and diversity in the workplace, in the delivery of services to customers and to the community | x |  | Application form and interview |
| Open to change and commitment to continuous improvement | x |  | Application form and interview |
| Shows respect and consideration | x |  | Application form and interview |