

|                          |                                               |
|--------------------------|-----------------------------------------------|
| <b>Role Title</b>        | <b>Democratic Services Officer</b>            |
| <b>Job Family</b>        | Leadership and Democracy, Governance and Law, |
| <b>Competency Level</b>  | Principal Officer/Manager                     |
| <b>Pay Range / Scale</b> | PO2                                           |
| <b>Date produced</b>     |                                               |

|                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Purpose</b>                                                                                                                                                                                                                                                              |
| To support and promote local democracy, and to be responsible for servicing a range of local authority meetings and carrying out associated work. The postholder will be responsible for some of the more complex, difficult or high-profile meetings serviced by the Team. |

| <b>Specific Accountabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>End Results/Outcomes</b>                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| 1. To maintain a professional approach and high standards of behaviour and service delivery, demonstrating tact and diplomacy on a range of sensitive issues.                                                                                                                                                                                                                                                                                                                                                                                                                                  | Maintaining professional and practice standards.<br><br>Maintaining and enhancing the reputation of Democratic Services and the Council. |
| 2. To ensure that meetings comply with statutory and best practice requirements and meet the highest service standards.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Sound corporate governance.                                                                                                              |
| 3. To gain and maintain, through training, self-development and on-the-job learning, detailed knowledge of all relevant legislation and procedures necessary to carry out the job effectively, including: <ul style="list-style-type: none"> <li>• The Council's Constitution</li> <li>• The Code of Conduct for Councillors</li> <li>• The Local Government Acts</li> <li>• Relevant licensing and town planning legislation</li> <li>• School Standards and Framework Act</li> <li>• School Admission and Appeals Codes</li> <li>• Other relevant codes, protocols and procedures</li> </ul> | Sound corporate governance.<br><br>Expert opinion, advice, support and interpretation is provided.                                       |
| 4. To ensure the accurate and timely production of agenda, minutes, reports, statutory notices and correspondence.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Official documents that are accurate and produced on time.                                                                               |
| 5. To ensure that decisions made and recorded at meetings are accurate, clear and comprehensive, and meet agreed standards.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Maintaining professional and practice standards.                                                                                         |
| 6. To communicate effectively with all stakeholders on matters concerning the Council's decision-making processes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Stakeholders' satisfaction and understanding.                                                                                            |

|                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7. To work effectively with other agencies and partners.                                                                                                                                                                                                                                                                                                                                | Establishment of relationships and effective exchange of information.                                                                                                                                                                                                                                                                                                                                 |
| 8. To provide excellent customer service externally and internally.                                                                                                                                                                                                                                                                                                                     | Effective planning and constant improvement.<br>Customer satisfaction.                                                                                                                                                                                                                                                                                                                                |
| 9. To assist the Director of Governance and Law in meeting the Council's objectives and core values, including service provision that is digital by default.                                                                                                                                                                                                                            | Involvement in positive change and digital development initiatives.                                                                                                                                                                                                                                                                                                                                   |
| 10. To ensure that the Council complies with statutory obligations in respect of those meetings for which the post holder is responsible.                                                                                                                                                                                                                                               | Statutory compliance and safeguarding the Council's reputation.                                                                                                                                                                                                                                                                                                                                       |
| 11. To provide procedural advice at meetings to Chairs, Councillors and senior managers on the Council's decision-making processes as set out in the Constitution.                                                                                                                                                                                                                      | Having the confidence of senior figures.<br>Expert opinion, advice, support and interpretation.                                                                                                                                                                                                                                                                                                       |
| 12. To manage conflicting priorities and deadlines, and ensure that committee reports are published in compliance with statutory requirements.                                                                                                                                                                                                                                          | Effective planning of workloads and efficient service delivery.<br>Statutory compliance.                                                                                                                                                                                                                                                                                                              |
| 13. To represent the Director of Governance and Law and Head of Democratic Services at internal meetings, and to represent the Council at other meetings.                                                                                                                                                                                                                               | Maintaining professional and practice standards.<br>Having the confidence of senior figures.<br>Expert opinion, advice, support and interpretation.                                                                                                                                                                                                                                                   |
| 14. To support the promotion and development of new initiatives to improve the performance and quality of services including maximising the use of available and emerging technology.                                                                                                                                                                                                   | Service improvement and greater use of relevant technology.                                                                                                                                                                                                                                                                                                                                           |
| 15. To support and clerk education admission and exclusion appeal hearings (see 3 above).                                                                                                                                                                                                                                                                                               | Expert opinion, advice, support and interpretation.                                                                                                                                                                                                                                                                                                                                                   |
| 16. To manage room bookings and set up presentation equipment for meetings.                                                                                                                                                                                                                                                                                                             | Health & safety and diversity requirements considered and met; rooms and equipment available.<br>Protection of council assets.                                                                                                                                                                                                                                                                        |
| Support coordination of the Overview and Scrutiny Committees.<br>Following up on actions emerging from meetings and providing officers with advice and guidance in respect to preparing responses.<br>Maintaining forward plans based on discussions with key stakeholders.<br>Support the delivery of an annual thematic scrutiny work plans in line with the council's strategic aims | Consistent and effective support to the Council's scrutiny function, including day to day management of queries related to the scrutiny committees.<br>All appropriate documentation related to the committees is kept up to date and is user friendly and audience specific.<br>Committees are supported to deliver thematic reviews with clear findings and appropriate recommendations identified. |

| General Accountabilities                                                                                                                                                                                               | End Results/Outcomes                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. To understand and comply with the Council's Equal Opportunities Policy.                                                                                                                                             | Maintaining professional and practice standards with no negative indications.<br><br>Established corporate governance arrangements.<br><br>Decision-making supported by sound advice with regards to equality and diversity. |
| 2. To uphold and comply with the statutory provisions of the Health and Safety at Work Act 1974 and any other associated legislation or Council policies and procedures.                                               | Health and safety requirements considered and met.                                                                                                                                                                           |
| 3. To be aware of the council's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. | Required.                                                                                                                                                                                                                    |
| 4. To deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.                                                                                                          | Required.                                                                                                                                                                                                                    |
| 5. To treat information acquired through employment, both formally and informally, in strict confidence.                                                                                                               |                                                                                                                                                                                                                              |

### Nature of Contacts

To liaise with Committee Chairs, Members of the Council, the Chief Executive and senior officers across the authority, and external agencies and organisations on matters which fall within the remit of the meetings for which the post holder is responsible.

### Procedural Context

#### Reports to: Head of Electoral and Democratic Services

Acts within the legislative and constitutional framework with discretion to share and organise work to meet service requirements. Works within laid down procedures but deals with issues pragmatically using judgement based on nous and experience. Deals with day-to-day problems and conflicts without always referring to others. Knows when to involve or warn senior figures.

Contributes to improving the Council's governance including the use of emerging technology and efficient use of resources.

## Resourcing

Budget responsibilities: none but is required to manage resources and purchasing on within agreed limits.

Staff responsibilities: no direct line management but will supervise and support the work of Democratic Services apprentices and interns from time to time.

**Competency Level:** This role will be required to deliver to the Principal Officer's level of competencies as set out in the Council's competency framework.

| Knowledge, Skills and Experience                                                                      |           |           |                      |
|-------------------------------------------------------------------------------------------------------|-----------|-----------|----------------------|
| Attribute                                                                                             | Essential | Desirable | Method of Assessment |
| <b>1. EXPERIENCE</b>                                                                                  |           |           |                      |
| 1.1 Significant experience of meeting administration and minute taking                                | ✓         |           | AF/                  |
| 1.2 Experience of committee and meeting administration in local government                            | ✓         |           | AF/I                 |
| 1.3 Experience of working with senior figures, for example councillors, Board members and directors   | ✓         |           | AF/I                 |
| <b>2. SPECIAL ABILITIES/APTITUDES</b>                                                                 |           |           |                      |
| 2.1 Excellent written and spoken communication skills                                                 | ✓         |           | AF/I                 |
| 2.2 A good knowledge of governance procedures                                                         |           | ✓         | AF/I                 |
| 2.3 A good knowledge of the legislation concerning local authority governance                         |           | ✓         | AF/I                 |
| 2.4 A sound understanding of the practical issues supporting decision-making within local authorities |           | ✓         | AF/I                 |
| 2.5 Ability to work with minimal supervision under own initiative                                     | ✓         |           | AF/T/I               |
| 2.6 Ability to write clear, concise reports on complex issues.                                        | ✓         |           | AF/T/I               |
| 2.7 Ability to write clear and accurate minutes of meetings                                           | ✓         |           | AF/T/I               |
| 2.8 Good organisational skills                                                                        | ✓         |           | AF/I                 |
| 2.9 Political sensitivity and awareness                                                               | ✓         |           | AF/I                 |
| 2.10 Ability to work under pressure and to cope with conflicting and changing demands.                | ✓         |           | AF/T/I               |
| 2.11 Ability to use appropriate information and communication technology.                             | ✓         |           | AF/I                 |
| <b>3. OTHER POSITION SPECIFIC REQUIREMENTS</b>                                                        |           |           |                      |
| 3.1 Commitment to the Council's Equal Opportunities Policy, and acceptance of responsibility for its  | ✓         |           | AF/I                 |

| <b>Knowledge, Skills and Experience</b>                                                                                         |           |           |                      |
|---------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|----------------------|
| Attribute                                                                                                                       | Essential | Desirable | Method of Assessment |
| practical application.                                                                                                          |           |           |                      |
| 3.2 Ability to attend evening meetings, which sometimes may take place at short notice, at different venues in the Borough.     | ✓         |           | AF/I                 |
| 3.3 An interest in local democracy and community well-being                                                                     | ✓         |           | AF/I                 |
| 3.4 To understand and comply with the requirements of the Health and Safety at Work Act 1974.                                   | ✓         |           | AF/I                 |
| <b>4 EDUCATION AND TRAINING</b>                                                                                                 |           |           |                      |
| 4.1 A degree or relevant governance or democratic services qualification (e.g. ADSO)                                            |           | ✓         | AF/I                 |
| 4.2 Attendance at relevant courses relating to local authority meetings and governance framework                                |           | ✓         | AF/I                 |
| <b>5 DISQUALIFYING FACTORS</b>                                                                                                  |           |           |                      |
| 5.1 Indication of attitudes inconsistent with the Equalities Acts and the Council's equal opportunities and diversity policies. |           |           | AF/I                 |

\* AF = Application Form  
I = Interview  
T = Test

The above profile describes the general nature and level of work in this role. It is not a detailed list of all duties and responsibilities that may be required. The role will be refined by annual objectives, developed with the post holder. It is subject to regular review and amendment.