

JOB SUMMARY

Post Title	Democratic Services Officer						
Job Family	<i>Business Support</i>	Pay Range	7	Line Manager to others?	No	Role profile ref	BS07
Service Area	Democratic Services – (Corporate Services Directorate)						
Line Manager	Lead Democratic Services Officer						
Location	County Hall (when required) or remote working						

Job Purpose:

To assist in the delivery of the decision-making process of the Council through the effective organisation, management and delivery of council committees, boards, panels or internal meetings. In addition, to support elected members, senior officers and partner agencies to deliver democracy through the provision of research, analysis and advice.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Receive and respond appropriately and effectively to enquiries using your own knowledge and experience to resolve those queries satisfactorily, without the need for escalation or additional guidance. Knowledge will include council procedure and constitutional matters, alongside a good understanding of legislation and current case law.
- To directly support the Lead Democratic Officer: acting as a first point of contact, dealing with correspondence diary/ meeting management and undertaking tasks pertaining to the successful arrangement, delivery and support of council committees, boards, panels or any other internal meeting allocated to you.
- To provide officers advice on or to prepare complex and sensitive documents, reports and other materials to a clear brief and standard using multiple software resources. This will include the preparation and publication of agendas, reports, minutes and work programmes in accordance with statutory deadlines and the council constitution.
- To use your professional abilities to support any Chairman, elected member or officer to attend and participate in any council committee, be that physically or virtually, making use of the resources available. Such support will include proactive professional support, guidance procedural and Constitutional advice to Chairmen, other members, officers, stakeholders and the public. This may include the moderation of communications between the public and committees, using associated software.
- Provide highly effective business support - Establish positive and proactive relationships with directors, officers and representatives/officers of key partner agencies (providing advice and training as appropriate) to ensure compliance with democratic processes and effective decision-making.
- To maintain information databases, performance information, to undertake research and analysis or undertake general administrative tasks, as directed by the Lead Officer.
- To co-ordinate the administration of, and attend, meetings of the Independent Education Admission Appeal Panel and provide independent advice to panel members, representatives, of the Children's Services Authority and parents on policies, procedures and current case law.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Proven substantial experience in a similar role, ideally within or with exposure to a Democratic setting. Experience of minuting highly complex formal meetings and adhering to strict legal procedures.	E	
	Experience of operating at a high level of concentration over a range of activities, including statutory and established timeframes, with high-level workload pressure.	E	
Extensive working knowledge of relevant processes and systems.	To have a comprehensive knowledge on the use and operation of software systems designed to support the delivery of products in relation to council committees or meetings.		D

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Considerable knowledge of the service provided in own area.	To be able to demonstrate a good understanding of the law relating to local government decision making, including statutory legislation, supplementary advice, regulations and the council constitution.	E	
	Demonstrate the ability to research, maintain and communicate a good knowledge of the law and regulations relating to admission appeals and current case law or LGO outcomes.	E	
ICT skills including use of Microsoft applications.	Able to use technology effectively, including intranet, internet, Word, Outlook, Excel, Access and PowerPoint.	E	
	Able to use technology to support or deliver any virtual meetings or committees, including any moderation function.		D
Good verbal and written communication skills.	Able to communicate effectively with people at all levels of the organisation, using different communication mediums using your own knowledge or experience.	E	
	Able to communicate effectively with other team members by sharing relevant information and keeping other team members abreast on issues within the service area.	E	
	Able to disseminate information and create and present a wide variety of documents including agendas, minutes and reports in clear and unambiguous language. Able to write concise and accurate minutes of meetings.	E	
Accurate with attention to detail.	Proven track record in the production of quality documents recording committee or meeting outcomes.	E	
Numerate	A working knowledge of the application of political proportionality, in order to assist the lead officer, when required.		D
Understanding of how to deal with customers appropriately.	Able to encourage and support a wide range of internal and external individuals and groups to participate in the democratic process, including councillors, officers, partners and the public.	E	
Proven ability to prioritise workloads and achieve deadlines (both by self and with others).	You will have good organisational skills, and with the support from your line manager be able to prioritise work effectively to meet demand, targets and deadlines.	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to level 4 standard or able to demonstrate equivalent experience.	Willingness to undertake relevant training and/or qualification	E	
Other Requirements			
Ability to work flexible hours and attend evening meetings			
This post is deemed to be politically sensitive. Post holders of politically restricted posts are bound by the Local Government Officer's (Political Restrictions) Regulations 1990 which set out activities from which employees would be disqualified from engaging. Employees can apply for exemption from political restriction.			
May require relevant certifications including evidence of fluency in English language.			
May be required to undertake additional duties as commensurate with your grade.			