Job description

**Democratic Services Officer (001553)**

**Reports to: Corporate Services Manager Responsible for - Directly: Nil**

**Total staff managed: Nil**

**Working environment: Office**

**Purpose of role:**

To assist in the delivery of an effective Democratic Service that meets statutory requirements for the decision making process of the Council.

To have responsibility for a number of assigned regular Committee/Sub-Committee meetings, Working Groups, Boards and Partnership Boards.

To act as a lead member of the team for assigned areas of work and corporate projects as required.

To support Members of the Council in the undertaking of their role and to be the lead member in undertaking any associated administrative tasks.

**Key Responsibilities:**

**Meeting administration**

To be responsible for ensuring appropriate arrangements are in place to ensure meetings are properly

conducted in accordance with statutory requirements and the Council’s Constitution.

To provide a high level of administrative support in the preparation of agendas, collation of reports and production of clear and concise minutes for meetings via the Committee Management Information System.

To have a strong awareness and understanding of the Council’s Constitution, including rules of

procedure in relation to committees, member conduct and interests and the scheme of delegation.

**Operational responsibilities (managing/developing)**

* To act as clerk to any assigned meetings with the responsibility for making all necessary arrangements, to include the production of agenda and minutes and providing relevant advice and guidance to ensure the effective running of the meeting in accordance with statutory and Council procedures. This will include checking that reports have been provided in the appropriate format and liaising with report authors as appropriate.
* To work within a digital environment providing a modern and professional office including the use of Microsoft Teams and Zoom.
* To assist with the preparation of briefings and reports
* To support the work of the Monitoring Officer by maintaining accurate records such as the Register of Interest and publishing declarations of interest and hospitality on the Council’s website
* To provide support to the corporate processes for FOI’s, corporate complaints and MP enquiries
* To deal with day-to-day correspondence and other administrative work, including dealing with Member and public enquiries and trying to resolve them in a satisfactory manner.
* To support with business planning, budget and performance monitoring
* To carry out administrative duties to support the Council's procurement and contract management processes, including updating of the contracts register, liaising with the procurement service, finance and lead officers, and ensuring officers have access to up to date legislation and guidance via the intranet page and email communications
* To deal with all administrative tasks arising from meetings and ensuring decisions are communicated to those responsible for implementation.
* To provide assistance, support, advice and guidance to Members.
* Ensuring the CMIS system is adequately updated and managed, including making recommendations for change, where appropriate
* To assist in the review of the Council’s Constitution, as necessary
* Ensuring that all procedures are up-to-date and meet corporate standards
* To prioritise own workloads within the allocated areas
* To contribute to effective communication and encourage close working relationships with staff and Members across the Council
* To build and maintain effective services and relationships with a broad range of customers, including Members, Officers and stakeholders
* To provide support to the Member Development Group, including the preparation of the member induction and ongoing training Programme.
* To provide cover for colleagues ensuring that service across the team is maintained for customers
* Attendance at evening meetings is part of the normal duties of this post and there may be a requirement to provide cover for others, occasionally at short notice.
* Undertake such other duties as may be appropriate to the post as directed

**NB: The job description is not intended to be an exhaustive list of all the tasks and responsibilities in the post. It may be changed, by agreement, in the light of experience and departmental needs.**

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**This post is politically restricted under the Local Government and Housing Act 1989 (as amended) and the Local Government Officers (Political Restrictions) Regulations, 1990 (as amended)**

Person specification

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| **Democratic Services Officer** |
| **Experience/ Knowledge** | An understanding of the work of the Council, the political makeup and roles of Members/OfficersPolitical awareness, with the ability to exercise discretion, judgement, impartiality and confidentiality when dealing with Members and officers at every level within the CouncilArranging, preparing for and attending meetings and writing clear and concise minutes and taking follow up action to ensure implementation of decisionsDemonstrate experience of working effectively, sensitively and with tact and diplomacy when dealing with a range of internal and external customers on a range of topicsExperience of advising officers at all levels and members on a range of corporate activities/processesEffective time and project management skills and the ability to deal with conflicting demands and time pressuresExperience of delivering an administrative support service to senior staff in a complex organisation.Effective use of IT and knowledge of standard software.A high level of competence in the operation of standard office information and communications including Microsoft Office Outlook, Word, Excel and PowerPoint.Good research and analytical skills and experience. Proven planning experienceDemonstrable experience of providing high and consistent levels of customer service/care |
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| **Qualifications** | A level qualification or equivalent experience.ADSO Certificate in Democratic Services or equivalent desirable. |

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| **Competencies** | Experience of using CMIS and the ability to develop the system to its full potentialAbility to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demandsAbility to communicate accurately and clearly in a variety of styles, including the production of minutes, reports and other forms of communication materialsAbility to set high personal standards and use own methods to measure success and to focus on achievementAbility to clearly present information or provide explanations that are easily understood by othersAbility to express ideas or facts clearly and to persuade and influence people (including staff and members) at all levelsTo be approachable and to earn respect from staff, Members, customers, stakeholders and other outside bodiesGood political awareness and sensitivityAbility to provide support to ELT, Members and Officers Working with and keeping confidential information/data secure |
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| **Personal Qualities and Attributes** | To be sensitive to the communication needs of others. Ability to effectively problem-solve.Ability to exercise initiativeExcellent interpersonal skills with the ability to build rapport, display trust and integrity in all areas of the organisation and the communityTo have a high level of political and personal sensitivity and the ability to handle confidential and politically sensitive informationTo be enthusiastic, self-motivated and able to work independently using own initiative as well as part of a team and to enjoy working with a range of people to achieve shared goals and objectives |
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| **Behaviours** | Effective communication Working togetherTaking personal responsibility Putting Great Yarmouth first Respecting othersPeople focusedEmbracing change |
| **Personal Circumstances** | Attendance at evening meetings is part of the normal duties of this post and there may be a requirement to provide cover for others, occasionally at short notice. |