

Job Title	Democratic Services Officer (Performance and Governance)
Job Family	Strategy Specialist Services
Service Area	Strategy
Salary Band	Band 5 and Band 9
Job Reference	

Reporting to:	Responsible for :
Head of Performance and Governance	<p>Matrix management of Case Management Officers working on democratic services activities</p> <p>Lead Specialist responsible for small team of Democratic Services specialists and matrix management of Case Management Officers working on democratic services activities</p>

Team Purpose

To ensure good governance and member support and working to ensure that the Council's governance and democratic processes are efficient, work effectively and support the ambitions of the Council. Set the Constitution and governance of the Council, ensuring that the Council is efficient, transparent and accountable to local people.

Role Purpose

To ensure good governance of the Council. To support councillors and developing them in their role; ensuring efficient, effective and transparent decision making processes are established and adhered to. Supporting the democratic process including elections and Committees and bodies of the Council.

Key Accountabilities

Band 5 - Specialist

- Ensure effective and professionally managed democratic processes that support transparency of decision making including supporting committee processes and the effective function of official meetings and bodies of the council.
- Support the role and development of councillors.
- Undertake minute taking at a range of committee meetings (daytime and evening)
- Schedule committee meetings and the preparation and timely publication of meeting agendas and report packs
- Develop committee timetables in consultation with the Senior Democratic Services Officer
- Develop and interpret the Council's Constitution
- Provide advice and guidance to Chairs of committees (where appropriate)
- Provide advice and guidance to officers on the decision making process and ensure that reports meet the standards required for publication
- Work with the Senior Democratic Services Officer to develop and embed the Member Development and Training Programme
- Ensure the continuous improvement of our processes

Band 9 – Senior Specialist

As above with:

- Take the lead in ensuring effective democratic processes are in place
- Take the lead in the continued development of Councillors
- Ensuring there are sufficient resources and support to official meetings
- Ensuring overall compliance and supporting effective governance of the Council
- Manage a small team of Democratic Services Specialists and matrix management of Case Management Officers working on Democratic Services functions
- Take the lead in the management of democratic projects
- Review, manage and implement improved democratic processes

Key Objectives

Working with customers	Interacting and responding to internal customers through multiple channels. Working with colleagues to improve customer service and highlight opportunities for empowering customers further. Managing customer issues through triage, able to assess issues to be resolved by Specialists / other teams. Building customer enabling and prevention opportunities into everyday routine in order to reduce customer demand.
Working towards the Corporate Plan	Monitoring and reporting progress on the delivery of the objectives of the Corporate Plan.
Knowledge of services	Excellent understanding of the Strategy and services across the Council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Strong IT skills and ability to learn new systems quickly and effectively.

Specific Tasks

Case Management skills	Manage and process complex or contentious cases where specialist expertise and judgement is required, acting as a single point of contact for customers on those cases. Advising the case management and service processing team on aspects of minor / less contentious cases.
Team work and working with others	Working collaboratively with other specialists across teams to provide a seamless service to customers, collaborating on strategy, corporate projects and managing key relationships with customers across the Council and other stakeholders as appropriate.
Enquiries, reports and service requests	Providing internal and external advice on the specialist area. Developing and maintaining relationships with key stakeholders and partners. Providing advice and input on specialist area(s) to commissioning and contract management. Prepare and present reports to full Council, Council committees or other internal or external meetings as required.
Processing and administration	Accurately update all relevant information systems, both customer and back office ensuring that the "golden

Specific Tasks

	customer record" is maintained through verification and validation and in accordance with Data Protection principles.
Ability to support corporate projects	Developing and managing Council policies including responding to emerging legislation, best practice and guidance ensuring continuous development and improvement in services. Contributing to strategy, performance and quality control and service / financial planning for specialist areas.
Strategy and policy	Provide specialist advice and input to corporate strategy and policy and corporate programmes as required.
Performance	Contribute to the development of performance and quality control KPI's in one or more specialist area.

Qualifications

Band 5:

Educated to A'level standard/NVQ 3 or experience in working in Elections or Democratic Services.

Band 9:

Degree/NVQ Level 5/relevant qualification and/or extensive work experience in Democratic Services. Membership of a professional body such as the Association of Democratic Services Officers (ADSO).

Knowledge, Skills and Experience

Band 5

Good working experience and knowledge of practices / methodologies of Democratic Services, committee processes and official meetings. Working knowledge of legislation and developments in specialist area.

Band 9:

Extensive working knowledge of practices/methodologies of Democratic Services. Sound working knowledge of legislation and developments in Democratic Services.

Specialist Knowledge

Knowledge and understanding of Democratic Services, Democratic Services Practice, Local Democracy, Corporate Governance, Business and Administrative Management.

Special Requirements

Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with Election duties as required and this will include working unsociable hours to which, by agreement will be paid or either be time in lieu.
-----------------	--

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisations success.
Communication	The ability to communicate well through a variety of communication methods.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving Results	The ability and willingness to focus on achieving individual and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

This post is Politically Restricted post.