

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job Description</b>	<b>Democratic Services Officer</b>
<b>Service:</b>	Policy and Governance
<b>Team:</b>	Democratic Services
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Democratic Services and Business Support Team Manager
<b>Responsible for:</b>	N/A
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value excellence, working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success.
<b>Fairness</b>	In Waverley we value fairness and respect, working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
<b>Team Work</b>	In Waverley we value teamwork and collaboration, with approachable staff actively contributing to our shared corporate goals.

### **Taking Ownership**

In Waverley we value taking ownership, where everyone feels personally committed to issues at hand and is working towards a positive outcome

#### **PRINCIPAL PURPOSE OF THE ROLE**

- As part of the Democratic Services team, Democratic Services Officers support the democratic process of the Council and act as a vital link between the authority and councillors
- As part of the Democratic Services team, the post-holder will assist in managing the business of the Council, the Executive, Overview and Scrutiny Committees, Regulatory Committees, and other member-led groups, along with other relevant administrative duties.

#### **MAIN DUTIES AND ACCOUNTABILITIES**

- To ensure the production of high-quality agendas, despatched at the appropriate time and in accordance with statutory deadlines and performance indicators
- To offer advice on the Constitution and Procedure Rules to members of the Council and officers about decision-making processes and Council etiquette, often as the sole representative of the service in attendance at meetings
- To organise, attend and support meetings of the Council, Executive, Committees, Sub-Committees and other member-led or internal meetings
- To take responsibility for co-ordinating the creation and production of agendas and minutes in Mod.Gov in consultation with officers and Committee Chairmen and ensure that all documents are available on the Council's website and via Mod.Gov
- To produce accurate and clear records of meetings, and to capture and then monitor key actions and understand complex documents
- To ensure that all reports submitted are presented in the agreed format and comply with current policies and procedures, ensuring that appropriate information is provided to enable effective decision-making.
- To support the Overview and Scrutiny function
- To maintain the high standards of, and contribute to the continuous improvement of the highly regarded service, and embrace the latest technology in carrying out the role
- To promote the use of the agenda management system (Mod.Gov) and facilitating mobile working for paperless meetings
- To have a good working knowledge of webcasting and other technological equipment in the Council Chamber and other meeting venues, and able to operate them effectively
- To ensure appropriate arrangements are in place for public participation in meetings and to manage large attendances at meetings
- To help develop and deliver a comprehensive annual member training programme
- To offer support to colleagues in the elections team and cover phones at busy times and assist in the management of civic and ceremonial events, as required.
- To undertake any other administrative or research/consultation or investigation work as required by the Democratic Services and Business Support Team, Manager
- **Business Continuity**
- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.
- **Health and Safety**
- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed, and monitored as required.

#### DIMENSIONS OF THE ROLE

On average, the postholder will be expected to attend approximately two member level meetings per week. Generally, Committee and Sub-Committee meetings are held in the evening and commence at 7.00pm. The postholder is expected to provide immediate and accurate advice to the Chairman and members of the Committee at meetings and is usually the only representative of the team in attendance.

## AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- The postholder will be expected to be totally familiar with the Council's Constitution and Rules of Procedure, as well as the law relating to the conduct of meetings.
- The postholder will be expected to give advice to officers about decision-making processes and be confident in offering advice to Chairmen in a meeting environment
- A detailed understanding of the Local Government Act 2000 is essential, along with the ability to put this into practice under the Council's executive arrangements.
- The postholder is expected to use their experience and knowledge to provide proactive and practical solutions to facilitate effective decision-making

## PLANNING/ORGANISING/CONTROLLING

- The postholder must demonstrate excellent interpersonal skills and the ability to communicate tactfully with councillors and senior officers
- Political awareness and influencing skills are essential for this role which contributes to good corporate governance and decision-making.
- Recognising politically or otherwise sensitive issues and knowing when to deal with them or refer the matter upwards.

## CUSTOMERS AND CONTACTS

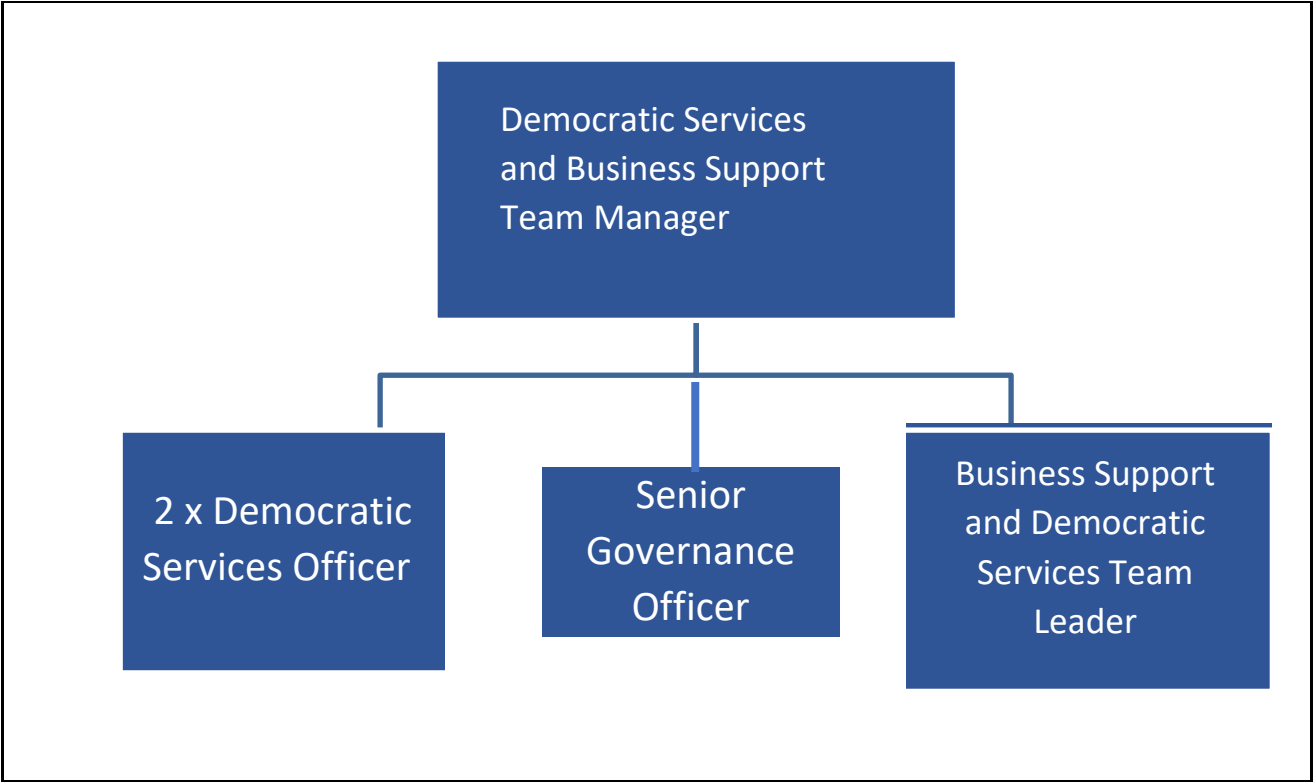
### INTERNAL

- Members of the Council and in particular the Leader and Deputy Leader, the Mayor and Deputy Mayor, Executive Portfolio Holders and Committee Chairmen and Vice Chairman
- Directors, Heads of Service and other staff at all levels

### EXTERNAL

- Officers and members of other Councils (Town, Parish, District or County)
- Representative and Voluntary Organisations
- Representatives from other Public Bodies, Government Departments
- Local Authority Associations
- Members of the Public

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, with examples, **all essential criteria** within their application form marked **A/I, A/I/E, A/I/C** to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE</b>	Educated to A-level standard or equivalent	<b>A/I/C</b>	ADSO Certificate in Democratic Services Practice, or equivalent	<b>A/I/C</b>
	Minimum English GCSE (Grade A-C) or equivalent	<b>A/I/C</b>		
	Previous experience of democratic services in a local government or similar organisation, which includes advising on procedure and constitutions	<b>A/I/C</b>	BTEC in Business Studies or Public Administration (HNC), ICOSA (Institute of Chartered Secretaries and Administrators) or CMS/DMS (Certificate or Diploma in Management Studies)	<b>A/I/C</b>
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Excellent level of written communication and report writing skills, including a high level of spelling and grammar	<b>A/I/E</b>	Sound knowledge of Local Government 2000 and other relevant Acts	<b>A/I</b>
	Ability to capture key actions from a meeting and understand complex documents	<b>A/I/E</b>	ICT Skills	<b>A/I</b>
	Excellent verbal communication and presentation skills	<b>A/I</b>	Awareness of Safeguarding	<b>A/I</b>
<b>COMMUNICATION</b>	Politically aware and able to respond to changing political environments	<b>A/I</b>		
	Diplomatic communication skills with a wide range of people	<b>A/I</b>		

	Ability to be tactful and discrete	<b>A/I</b>		
<b>CUSTOMER SERVICE</b>	Active listening skills	<b>A/I</b>		
	Ability to deal with confidential and sensitive issues and information	<b>A/I</b>		
	Confident when dealing with large numbers of public attending meetings	<b>A/I</b>		
	Understanding of and commitment to promoting equality and diversity in service delivery and employment	<b>I</b>		
<b>TEAM WORKING</b>	Able to support and help colleagues as part of a busy team	<b>A/I</b>		
	Flexible approach and willingness to respond positively to changing priorities	<b>A/I</b>		
<b>MANAGING SELF AND OTHERS</b>	Ability to give attention to detail and produce highly accurate documentation	<b>A/I/E</b>		
	Motivated and able to work on own initiative	<b>A/I</b>		
	Strong organisational and prioritising skills with the ability to multitask	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Ability to move/adapt quickly between different tasks	<b>A/I</b>		
	Able to work under pressure and to tight deadlines	<b>A/I</b>		

	Calm and confident disposition	<b>A/I</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS OF THE POST</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet	<b>I</b>	Driving Licence	<b>A</b>
	Able to work outside normal working hours and attend evening meetings on a regular basis	<b>A/I</b>		
	Willing to support the Council's Elections functions	<b>A/I</b>	Experience of working on a polling station or election count.	<b>A</b>

#### How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

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<b>Job title:</b>	Democratic Services Officer	<b>Post no:</b>	AI03AT
<b>Service:</b>	Policy and Governance	<b>JE score:</b>	238
<b>Team:</b>	Democratic Services	<b>Pay band:</b>	8
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type: (if part time, working pattern)</b>	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>2-3</b>	
	Customer Service:	<b>2-3</b>	
	Team Working:	<b>2-3</b>	
	Managing Self and Others:	<b>2-3</b>	
	Can do approach/Results	<b>2-3</b>	
<b>REVIEWED BY:</b>	Robin Taylor	<b>DATE:</b>	Oct 2017
<b>CHECKED IN:</b>	Employee Services	<b>DATE:</b>	Oct 2017
<b>LAST UPDATED:</b>	April 2022	<b>DATE:</b>	