

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

## Job Accountabilities

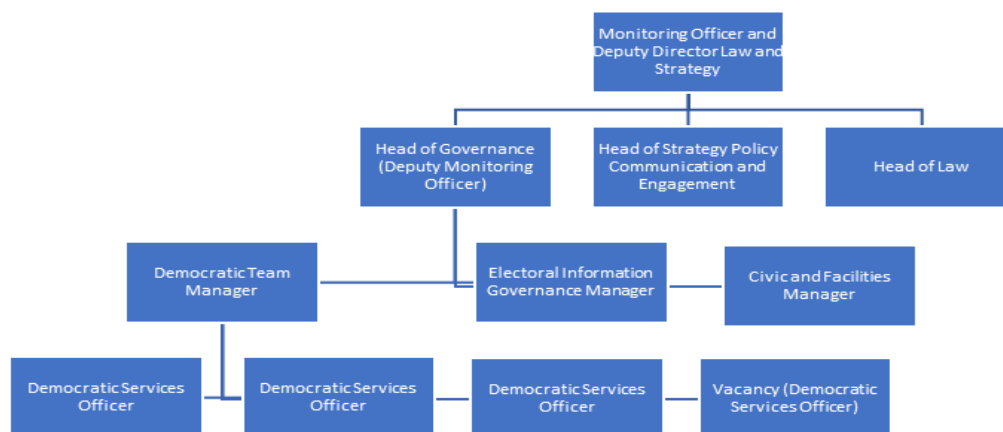
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| <b>Job Title: Democratic Services Officer</b> | <b>Job number: CEM007</b>        |
| <b>Service Area : Law and Governance</b>      | <b>Team: Democratic Services</b> |

### JOB PURPOSE

To support the Democratic Services function of the council in order to deliver high quality, resident focussed and efficient services.

To work closely with the other Democratic Services Officers and provide support to the Democratic Services Team Manager when required

### POSITION WITHIN SERVICE STRUCTURE



### JOB ACCOUNTABILITIES

#### Level 1

- To provide support to the Council's elected Members, senior officers and a number of external organisations, in arranging meetings, publishing agenda and producing minutes within statutory and local deadlines, to ensure the Council's decision making processes operate effectively and efficiently in accordance with the statutory and local procedural requirements and timescales.
- To deal with correspondence and all other administrative actions arising from allocated duties.
- To administer / support the Council's Appointment to Outside Bodies process, including maintaining and updating the Council's records, collating the Annual Reports from

Members, and preparing reports to Cabinet as and when required.

- To service Statutory Education Admission, to include recruitment and training of Panel Members, providing advice and guidance to the Panel, recording proceedings and communicating decisions to appellants within statutory deadlines, to ensure that the appeal process functions effectively.
- To administer / support the Council's Grants to Voluntary Organisations process, to include providing advice to grant applicants, Grants Officers and Members of the Grants Panel, and preparing reports to Cabinet as and when required.
- To assist with the provision and development of services for elected Members to ensure that they are able to undertake effectively their various roles and functions as Councillors and that their aspirations and needs are met.
- To respond to requests from elected Members, Officers, the Press, the general public and local organisations to ensure that information relating to the democratic process and decisions taken at meetings of the Council are effectively and accurately communicated
- To provide support and assistance at times of Elections (Borough, Parliamentary, Police Commissioner, or Referendum).

### Level 2

- To take full responsibility for the management of a project e.g. Education and Admission Appeals, Grants to Voluntary Organisations, Appointments to Outside Bodies, Petitions.

### Level 3

- To undertake the statutory role of Scrutiny Officer and / or Petitions Officer and to lead on the management and development of this area of work
- To support the Team Manager in relation to the Members Development and Training programme
- To lead in the production of Cabinet / Council / Overview and Scrutiny reports e.g. Outside Bodies, Council Trusts, Programme of Meetings
- To undertake research and produce briefings on specific issues in Democratic Services and Member support, e.g. changes to legislation

To lead in the monitoring of budgets for a specific project area, e.g. Grants budgets

**Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook, these include:**

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Equality of Opportunity
- CREATE- our corporate behaviours
- Budget management
- Specific responsibilities for managers

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

| Key Criteria  | Essential   | Desirable   | How assessed            |
|---|---|---|-------------------------|
| Qualifications and training                                       | Educated to at least A level standard.  | Possess a relevant qualification – e.g. NVQ in Democratic Services, an Administration qualification or degree.  | Application             |
| Job Competence summary (knowledge, skills, abilities, experience) | <p>Have an understanding of the key current and future issues facing local government.</p> <p>Have a comprehensive knowledge of the workings of a local authority and of the needs and aspirations of the communities that go to make up the Borough.</p> <p>Have good administrative &amp; organisational skills, good standard of English and attention to detail.</p> <p>Have excellent communication skills, both written and verbal.</p> <p>Have a good working knowledge of information technology</p> <p>Have strong self-management skills, drive and determination coupled with good organisational abilities able to work to tight deadlines and monitor progress.</p> <p>Be able to demonstrate a high degree of political awareness and sensitivity.</p> <p>Be flexible in their attitude to the hours that they may be required to work, and be able to attend evening</p> | <p>Experience of providing administrative and clerking support in a local government or other public body setting.</p> <p>Experience and understanding of the Overview and Scrutiny function of a local authority.</p> <p>Experience of administering education and admission appeals.</p> <p>Have experience of using Modern.gov agenda management software.</p> <p>Ability to work with minimal supervision under own initiative.</p> | Application / Interview |

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|  | <p>meetings.</p> <p>Possess an understanding of Equal Opportunities issues and legislation</p>  |   |   |
| <p>Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)</p>   | <p>The post holder will be expected to work flexible hours, attending evening meetings as and when required, for which Time off in lieu will be given. The postholder will also be expected to attend meetings at venues in Maidenhead and in Windsor, and at other venues located throughout the Royal Borough as necessary.</p> <p>Attendance at external venues outside the Royal Borough.</p> | <p>Full driving licence and use of a vehicle (for which mileage will be paid) for attendance at Council meetings.</p> | <p>Application / Interview</p>                                    |
| <p>This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.</p> | <p>The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role / profession and where necessary for an extended period of time.</p>  |   | <p>The competent answering of interview questions in English.</p> |