

Role Profile

Job Title:	Democratic Services Officer	Grade:	7 – 9
Department:	Democratic Services	Post no:	P005151
Directorate:	Strategy & Change	Location:	Perceval House, Ealing

Role reports to:	Committee Services Manager
Direct Reports:	0
Indirect Reports:	Councillors, Senior Officers, Director of Legal and Democratic Services, Head of Democratic Services.

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

JOB DESCRIPTION

PURPOSE OF ROLE:

- To support the democratic decision making, scrutiny and governance processes of the Council.
- To ensure all elements of the decision-making process comply with best practice, the Council's constitution, internal working standards and relevant legislation.
- To promote and support active citizenship and engagement through helping the public to participate in the Council decision making process.

KEY ACCOUNTABILITIES:

- To take responsibility for servicing member level bodies, including scrutiny and decision-making meetings.
- To prepare agendas on the Council's Committee management system (CMIS) in liaison with the relevant members and officers and to ensure reports and agendas meet all legal and internally agreed standards.
- Attendance at public, private and informal meetings (that often take place in the evening) in order to take minutes, record decisions taken, ensure that the legal decision-making process is followed and provide procedural advice to participants during the meeting.

- Provide accurate procedural advice to senior officers, members and the public in relation to their respective roles at meetings.
- To ensure all statutory and internal deadlines are met relating to the circulation, sign off and publication of reports, agendas and draft minutes.
- To provide assistance to members of the public who wish to engage in the Council's decision-making procedures.
- To ensure that all records kept and maintained meet the requirements of the Freedom of Information and Data Protection Acts.
- To draft reports and correspondence on behalf of, and as directed by, the Committee Services Manager and Head of Democratic Services.
- To provide advice to Senior Officers, Members and the Public on the Council's ethical framework and legislative requirements in relation to registers of interests; and gifts & hospitality.
- To clerk school admission and exclusion appeals, licensing hearings and other regulatory Committee and panel meetings.
- To identify and implement projects and initiatives that contribute to service and efficiency improvements within Democratic Services.
- To assist with the Council's democratic engagement with its residents, in order to promote citizen engagement in the democratic process.
- To maintain up to date knowledge of legislation, good practice and other guidance affecting local government in relation to democratic services, community engagement, democratic participation and citizenship matters.
- To carry out any other duties, appropriate to the grade of the post, to assist the wider Democratic Services team to achieve its objectives.

KEY PERFORMANCE INDICATORS:

- To proactively identify process and service improvements within the Democratic Services Team and take a lead in implementing them.
- Delivering improvement projects within the team.
- Meeting statutory deadlines relating to public meetings.
- Meeting internal deadlines relating to the circulation and publication of draft minutes.

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Senior Members (Leader, Cabinet Members, Committee Chairs and Vice Chairs)

- Backbench Members
- Senior Officers - up to and including Executive Directors and the Chief Executive
- The public – assisting those that want to participate in the Democratic Process

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Not applicable

Person Specification

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

- 1) Excellent written and verbal communication skills with an ability to provide clear advice on complicated and sensitive issues.
- 2) Ability to demonstrate an enthusiastic attitude and an interest in local government, local issues or local politics.
- 3) Ability to attend meetings outside normal office hours (approximately 3-4 per month), some of which may finish late at night and occasionally at short notice.
- 4) Ability to manage conflicting demands in order to meet statutory and departmental deadlines.
- 5) Ability to work independently under own initiative in a fast-paced service-oriented culture, including knowing when to escalate issues to more senior colleagues.
- 6) Ability to work as part of a team in order to achieve team objectives.
- 7) Good attention to detail, with the ability to identify and rectify mistakes or problems on own initiative.
- 8) Ability to use Microsoft Office IT packages including Word, Excel and Outlook.
- 9) Ability to interpret legislation and other guidance in order to provide clear, impartial advice to others.

ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION (e.g. HCPC)

- A degree, or experience of working in Local Government or a similar environment

- Experience of taking minutes or notes of lectures, meetings, or seminars and writing them up into a concise, well-structured and accurate record of proceedings.

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards