



SUPPORTING INFORMATION FOR THE POST OF

DEMOCRATIC SERVICES OFFICER

**Temporary 6 month Contract - 37 Hours
(maternity cover)**

May 2022

**NORTH KESTIVEN DISTRICT COUNCIL
DEMOCRATIC SERVICES
DEMOCRATIC SERVICES OFFICER
Temporary Contract - 37 Hours
6 month maternity cover
Salary (A2) £20,444 per annum**

Reporting to the Democratic Services Team Leader, you will be joining a small professional team at the centre of the Council, championing excellence in our governance as a local authority, high ethical standards, legal compliance, support and advice for councillors and sound decision making.

The work is varied and involves supporting numerous committee meetings including regulatory committees, scrutiny committees (including Task and Finish Groups), and various partnerships panels, and applicants will need to be flexible and adaptable in order to meet the needs of the service.

The postholder will have relevant skills to enable them to quickly develop an understanding of our Constitution and procedures and apply them across the complex variety of areas in which the Local Authority operates.

You will be responsible for ensuring accurate records are kept in a fast moving and busy work environment, dealing with a wide range of tasks including management of meetings, organising events, conducting research and writing reports.

We are looking for someone who is able to work efficiently, balancing many priorities, and who has excellent organisational, interpersonal and IT skills including the ability to use specialist governance software applications. The successful candidate is likely to have experience working for another public body in a governance environment and it is highly desirable that you will be able to show proficiency in ICT, especially Word and Powerpoint. Experience of using Modern.gov would be a significant advantage.

Excellent training and development in a strong and supportive team environment will be available to further develop your skills.

If you would like an informal chat about the role and the team please contact Lisa Tidy, Democratic Services Team Leader, on 01529 414155.

Closing date for applications: Sunday 22nd May 2022

Interview date: Tuesday 7th June 2022

Dear Applicant,

Vacant Post: Democratic Services Officer – Maternity cover

Thank you for your interest in the above posts.

The post will be based in the Resources Directorate within the Democratic Services team.

I enclose an application pack, which includes: application form, role profile.

Please ensure that you complete all sections of the application form fully. CV's are not accepted. When filling in your application form, please study the role profile and advert carefully. If you do not demonstrate that you fulfil the criteria for the position, you are unlikely to be successful in your application.

If you have not heard from us within four weeks of the closing date, you should assume that you have not been successful on this occasion.

The closing date for applications is **Sunday 22nd May 2022**

The interview date is **Friday 7th June 2022**

Yours faithfully,

HR Team

POST TITLE:

Democratic Services Officer

Technical & Service Delivery B2 – Generic Role Profile

JOB PURPOSE:

To apply technical skills and knowledge across the service ensuring a high standard of customer service and to support the delivery of the NK Plan

PRINCIPAL DUTIES & RESPONSIBILITIES:

- ☐ Provide technical, policy or procedural advice and guidance to colleagues and customers
- ☐ To develop and provide instruction, guidance and training to colleagues as required
- ☐ Support the development of and follow procedures to ensure adequate resources are available to meet the needs of the service as appropriate
- ☐ Respond and resolve a range of enquiries or problems, judging when to pass serious and/or complex enquiries or problems to a more senior officer
- ☐ Diagnose and rectify faults/problems with equipment, systems and or procedures; liaising with other teams and/or partners as appropriate
- ☐ Support the development and implementation of new methods, techniques, equipment and/or systems
- ☐ Undertake routine financial and data processing, including raising orders and requisitions, checking and maintaining stock in accordance with approved relevant procedures, ensuring security is maintained
- ☐ Ensure a range of service-specific data is accurately recorded and securely maintained
- ☐ Plan and prioritise own workload to ensure operational efficiency, responding to new demands, including those arising from non-standard work
- ☐ Assist in the production and delivery of service-specific reports, briefings and presentations
- ☐ Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one's own knowledge base/responsibility to the appropriate person/area in order to provide an efficient and effective service
- ☐ Monitor and maintain a safe working environment for self and others
- ☐ Promote a positive image of the service area and the Council as a whole

- ☐ Ensure effective communication with Councillors and team members at all levels
- ☐ To lead by example by embracing and living the organisation's values and behaviors
- ☐ To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder

KNOWLEDGE, SKILLS & EXPERIENCE

- ☐ Either academic or vocational qualifications
- Or
- ☐ Equivalent work experience in a comparable setting
- ☐ Developed numeracy, literacy and IT skills as appropriate
- ☐ Specialist knowledge of relevant systems/equipment/processes
- ☐ Initiative and judgement to resolve problems independently
- ☐ Ability to communicate clearly through multiple channels
- ☐ Knowledge of relevant legislation, policies and procedures
- ☐ Ability to assess data and information and to identify problems
- ☐ Skills in influencing and negotiating with colleagues, customers and partners

OUR COMMITMENT:⁴

NKDC is a people-focused, honest and high-performing organisation, which utilises teamwork to deliver a professional service to our customers and partners and in making positive contributions in support of a District of Flourishing Communities.

All our employees are supported to manage their workload, take responsibility, be proactive about their own development, to work effectively with others, and to meet our customers' needs; and where relevant are supported to be effective managers and leaders. We expect all employees and volunteers to comply with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy, and any specific Council policies as appropriate to their role.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all employees and volunteers to share this commitment. All employees who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

We work closely with Union representatives to help ensure approaches and solutions adopted are fair and equitable across our workforce. All employees have the right to join a trade union and to take part in its activities. All employees also have the right not to belong to a trade union.

MANDATORY JOB REQUIREMENTS

- ☐ ADSO Certificate in Democratic Services Knowledge **and/ or** related Degree*
- ☐ Valid driving licence and access to a car
- ☐ Unsocial working hours by virtue of requirements to attend evening Committee meetings.
- ☐ Politically restricted.

Specific Role Duties

- ☐ Support an effective decision making and democratic process, by the management of meetings (preparation of agendas, reports and minutes), providing sound advice and guidance to councillors and officers on constitutional matters, and providing support to elected Members.
- ☐ Develop and maintain a comprehensive knowledge of legislation which may affect the procedures of the Council.
- ☐ Provide confidential and high level advice.
- ☐ Support Member learning and development.
- ☐ Maintain political neutrality and sensitivity to the political environment, displaying judgement, diplomacy and tact in establishing and managing effective working relationships.
- ☐ Undertake special projects, such as leading and coordinating a multi-disciplinary team to carry out Local Democracy Week activities.

**See career grade information attached*

	Grade 2	Grade 3	Grade 4
	A2	B1	B2
Min. requirements	<ul style="list-style-type: none"> • Five GCSEs including Maths and English or equivalent • Computer literacy and experience in using IT generally and software systems. 	<ul style="list-style-type: none"> • NVQ 3 or equivalent <u>OR</u> • Proven experience in: <ul style="list-style-type: none"> ○ Democratic or electoral Services; or ○ Committee or civil administration; or ○ Local Government administration 	<ul style="list-style-type: none"> • ADSO Certificate in Democratic Services Knowledge* and/ or relevant Degree and/ or relevant NVQ 5 <u>AND</u> • Practical experience in a Democratic Services environment

MAIN TERMS AND CONDITIONS OF APPOINTMENT

Post of: Democratic Services Officer

**Temporary Contract - 37 Hours
6 month maternity cover**

A copy of the job description is enclosed

Salary

Salary £20,444 - £27,514 per annum, pro rata (Career Grade). The successful candidate will be placed within the grade subject to qualifications and experience.

Hours of Work

The hours of work are 37 per week.

Holidays

Annual holiday entitlement is 24/25 days pro rata (29/30 days after 5 years service in Local Government), plus a further 8 bank holidays.

Sickness

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

Pension

This is a local government pension scheme.

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