# Job Profile comprising Job Description and Person Specification

**Job Description**

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| **Job Title:**Democratic Services Officer | **Grade**: SO2 – PO4 |
| **Section:**Democratic Services – Richmond | **Directorate:**Chief Executive’s Group |
| **Responsible to following manager:** Democratic Services Manager | **Responsible for following staff:**None |
| **Post Number/s:****RWC7080** | **Last Review Date:**March 2019 |
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## Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

## Job Purpose

To service council democratic processes, principally decision-making arrangements involving elected Members; this includes servicing a range of meetings (committees, sub-committees, working parties, etc.) and delegated decision mechanisms. The role embraces providing reliable advice and support to Members and others as necessary to ensure that all procedures conform to the requirements of relevant legislation and the Council’s Constitution.

## Specific Duties and Responsibilities

1. Services meetings of Council committees, sub-committees and other bodies, and advises on their powers, terms of reference and the interpretation of Standing Orders and relevant legislation. Ensures that procedures and documents comply with relevant legal and corporate requirements.
2. Prepares agendas, decisions sheets, minutes, reports and associated correspondence as required for a number of Council appointed bodies, as allocated from time to time.
3. Ensures that reports submitted by officers and Members are consistent with corporate guidelines and support robust and reliable decision-making by the Council.

4. Supports the School Appeals Service (school admissions and exclusion appeals) including, where necessary, arranging and servicing appeal committee meetings and associated work.

1. Prepares, checks and processes delegated authorisation reports under the relevant Council procedures.
2. Supports the work and role of councillors through relevant administrative processes (e.g. registration of interests, organisation of surgeries), and provides appropriate and politically-sensitive advice to them.
3. Maintains knowledge of relevant legislation and guidance in order to ensure that all relevant documentation and formal procedures comply with statutory requirements and to be able to implement new procedures, as necessary.
4. Keeps under review practices and procedures relating to the duties of the post with a view to streamlining activities, including, where appropriate, by the application of new technology.
5. Supports Electoral Services in the administration of local elections.
6. Assists generally in all aspects of the functions of the potholders’ team and, where necessary, Democratic/Committee Services as a whole.
7. Contributes as required to change programmes within the service.
8. Supports ways of working that ensure residents and stakeholders are actively engaged in the future of the function and are able to influence decision making.
9. Works as required in ways that develop good working relations and collaborative arrangements across Democratic Services and with internal and external stakeholders.

## Progression Criteria

**ENTRY LEVEL**

**A maximum of two posts (2 FTE) are required to perform the duties at this level:** Appointment at the entry level would be seen as a ‘Trainee’ role for those able to demonstrate that they meet the criteria for appointment but do not have the skills, knowledge or relevant qualifications to fulfil all aspects of the job description without training and/or support.

## At SO2:

* + Be able to perform the full duties of the post with regular supervision/input from Senior Democratic Officer or Deputy Head of Governance.
	+ Expected to be able to undertake a variety of committee administration work, including attendance at meeting, taking minutes and advising on basic procedural issues.

## INTERMEDIATE LEVEL

**A maximum of two posts (2 FTE) are required to perform the additional duties at this level**

* **including a nominated lead on Street Naming and Numbering**

**At PO1:**

* + Undertaking more complex/demanding responsibilities in relation to school appeals, e.g. Dealing with issues/complaints raised by parents and/or schools.
	+ Responsibility for specific tasks/projects by the supervisor/manager.

## At PO2:

* + Successful management of special governance projects as directed
	+ Liaison with staff in other teams, as required, on work where it is necessary to take a lead supportive role.
	+ Undertaking Committee administration work of a more complex nature (e.g. attendance at more complex Sub-Committees/Committees, Able to explain statutory and constitutional requirements relevant to the practice of meetings).

## UPPER LEVEL

**A maximum of two posts (2 FTE) are required to perform the additional duties at this level:**

**At PO3:**

* + Dealing with more complex/demanding responsibilities in relation to servicing Council committees, eg. responsibility for decision-making committees subject to more formal procedures.
	+ Responsibility for additional tasks and projects to develop the service allocated by the supervisor/manager and/or the Head of Executive and Committee Services.

## At PO4:

* + The ability to supervise specific projects requiring the co-ordination of a group of staff in Committee Services.
	+ Excellent communication and presentation skills.
	+ Ability to make suggestions for improvements to governance procedures and practices.
	+ Ability to coach less experienced colleagues and deputise for the Senior Democratic Services Officer.

## Generic Duties and Responsibilities

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

## Additional Information

Ability to attend evening meetings – the postholder will be expected to attend evening meetings and may be required to provide cover for others, occasionally at short notice.

Flexibility and ability to work across both Boroughs – Although the main place of work will be the Town Hall, Wandsworth, the postholder may be asked to work at York House/Civic Centre, Richmond on special projects or to assist colleagues to maintain capacity and resilience across the Chief Executive’s Group.

## Current team structure

# Person Specification

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| **Post Number/s:****RWC?** | **Last Review Date:**March 2019 |

## Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

* Being open

Being open means we share views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

* Being supportive

Being supportive means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

* Being positive

Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A****& I/ T/ C (see below for explanation)** |
| **Knowledge** |
| **At entry level**General knowledge of the public sector and local government issues and committee procedures. | A + I |
| **Person Specification Requirements** | **Assessed by A****& I/ T/ C (see below for explanation)** |
| **Knowledge** |
| **At intermediate level**A sound knowledge of relevant local government legislation and its application to the decision-making process. | A + I |
| Working knowledge of ModGov or another committee management system. | A + I |
| **Experience** |
| **Appointment at entry level**No direct experience of committee management. However experience in administration tasks (production of documents, giving advice and information and interpreting procedures) is required**.** | A + I |
| **Appointment at intermediate level**Demonstrable proficiency and practical knowledge of committee management will be required of staff appointed at a higher grade or promoted through the career grades. | A + I |
| Experience of delivering a Street Naming and numbering service which is responsive to customers needs (*for one post*) | A + I |
| **Appointment at upper level**Demonstrable track record of strong performance in the role with responsibility for decision-making committees subject to formal procedures. | A + I |
| **Skills** |
| Ability to work as part of a team, exchanging ideas and providing support to colleagues to ensure that team and service objectives are met. | A + I |
| Ability to write clearly and concisely, particularly minutes of meetings and reports to Committees. | A + I |
| Ability to communicate orally and speak with confidence so that clear messages are conveyed to a wide range of listeners (these include people at all levels, both within and outside the Council such as Members, Senior Management, other staff and members of the public. | A + I |
| Ability to demonstrate competence in the use of PC based office systems, particularly word processing. | A + I |
| Ability to self-motivate, work well under pressure and to prioritise a variety of tasks and conflicting demands. | A + I |
| Ability to demonstrate a good grasp of a range of sometimes complex service issues, and the ability to research, analyse and evaluate data. | A + I |
| Ability to demonstrate a good grasp of a range of sometimes complex service issues, and the ability to research, analyse and evaluate data. | A + I |
| **Person Specification Requirements** | **Assessed by A****& I/ T/ C (see below for explanation)** |
| **Skills** |
| **At intermediate level**All of the above plus:Ability to explain the Constitutional provisions in relation to meetings and rights of Members. | A + I |
| **At upper level**All of the above plus:Ability to manage a wide variety of different types of meetings e.g. formal, informal, quasi-judicial bodies and partnerships. | A + I |
| Ability to work with councillors, colleagues and external organisations to foster good working relationships at all levels. | A + I |

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| Ability to coach less experienced staff to allow them to develop their learning in democratic services |  |
| **Qualifications** |
| A degree or equivalent or significant experience in a governance field | A + C |
| Degree (or equivalent Certification demonstrating professional experience in governance including ADSO Diploma, ICSA) | A + C |

## A – Application form I – Interview

**T – Test**

**C – Certificate**