

JOB SPECIFICATION

JOB TITLE: Democratic Services Manager (37 hours)
(Maternity Cover, 1 Year Fixed Term)

DEPARTMENT: Corporate Services

RESPONSIBLE TO: Head of Corporate Services

RESPONSIBLE FOR: No staffing responsibilities

MAIN PURPOSE OF JOB

1. To manage the full Democratic Support Service
2. To provide comprehensive, effective and high-quality democratic support to the Council's elected Members, Town Mayor and Deputy Town Mayor, senior officers and a number of external organisations. Particularly in relation to arranging meetings and events, publishing agendas 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.
3. To deal with correspondence and all other administrative actions arising from allocated duties.
4. To provide a high-quality administrative service in support of the democratic process.
5. To administer and support the Council's planning consultative function.

KEY DUTIES

Mayoral

1. To maintain the Mayoral engagement diary and make all necessary arrangements for attendance at functions.
2. To ensure relevant background information is provided to assist the Mayor when attending various functions.
3. To arrange all civic functions and activities, which will include the preparation, publication and distribution of invitations, programmes in accordance with Mayoral requirements and within agreed budgets.

4. To attend civic functions and Mayor's charity events as required.
5. To provide procedural advice to Council staff and volunteers and ensure that correct protocol is followed at Civic events.
6. To administer the Town Mayors' Charity Accounts and maintain relevant financial records.
7. To organise the Councils Annual Council Meeting and Town Meeting through the preparation, publication and distribution of agendas and reports. Attend both meetings, providing information and advice to Members, and to minute proceedings.
8. To keep a log of all Councillor attendances at Council meetings and ensure that attendance data is published on the Council's website in a timely fashion.
9. To maintain an inventory of civic regalia and order supplies of required badges, etc for presentation at the Annual Council Meeting, in accordance with agreed budgets.

Elected Members

1. 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.
2. 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
3. To provide advice and support to members at times of elections (Borough, Parliamentary, European, or Referendum).

Supporting the Democratic process

1. To develop an awareness of the Council's Standing Orders, policies and procedures and to assist in the co-ordination of the Council's committee systems, including creation and publication of agendas, minutes and decisions for use by Councillors, Officers and the public through Councillors Notes and the Council's web site in order to contribute to the overall organisation.

2. To ensure the preparation of agendas, including photocopying and distribution and minute taking at all Committee meetings.
3. To support and advise the Council's Plans Sub-Committee through the preparation, publication and distribution of agendas, reports and relevant background information for members; attending and minuting of all Council meetings.
4. Assist in ensuring all council meetings are managed in line with the council's constitution and standing orders, this includes preparation and distribution of the council committee papers in line with deadlines and requirements, attending all meetings, writing committee reports as required and minuting all proceedings.
5. Act as the first point of contact for members in relation to council services: provide information and guidance on services and the democratic process.
6. Assist the Town Clerk and Chief Executive with members inductions and lead on training requirements for members where necessary working with the relevant Head of Service.
7. Where relevant, keep the Council's website and social media platforms updated

PERSON SPECIFICATION

Essential

- Any Association of Democratic Services Officers (ADSO) qualification (NVQ Level 3) or willingness to work towards one.
- Knowledge of Civic protocol.
- Previous experience of working with elected Members.
- Ability to communicate and obtain information accurately and concisely with good interpersonal skills to persuade and influence others
- Excellent communication and organisation skills.
- Ability to manage own workload and meet set deadlines.
- Ability to work effectively within a team as well as using own initiative.
- Proven strong ICT skills (Microsoft IT packages).
- Knowledge of Council policies and objectives to be able to advise Members as necessary.

- Ability to work in partnership with external organisations.
- Experience of working with representatives of external agencies and third sector organisation.
- Willingness to work unsociable hours, including evenings and weekends.
- Knowledge of working with Council Website and Social Media Platforms

Desirable

- Certificate in Local Council Administration

COMPLEXITY AND CREATIVITY

This is a high-profile role which involves considerable levels of working with elected representatives and the post holder will be of strong enough character and personality to administer a variety of functions in order to fulfil the role.

The post holder will be expected to represent the Council at civic events and mayoral functions and have the ability to develop strong working relationships with outside organisations.

The post holder will be expected to participate in a diverse range of functions and services, which will require a high level of flexibility, diplomacy and confidentiality.

This role requires the post holder to be able to work some evenings and weekends for which time off in lieu or flexible working may be taken in accordance with the needs of the Council.

The post holder will need to demonstrate the ability to plan and organise a wide variety of high-profile events.

The position of Mayor is one that changes annually, and the post holder must be readily able to adapt to change and develop good working relationships with each incumbent.

JUDGEMENT AND DECISIONS

This is a varied role that requires the post holder to manage their workload efficiently, meeting fixed internal timescales.

Decision-making will have to be made in the context of civic event management. Poor judgement could have ramifications on the reputation of the Council.

CONTACTS

Internal 60% Members, Corporate Management Team, all Council staff

External 40% Members of the public, customers, representative from partner organisations, external civic officers, local organisations, representative bodies, volunteers