

Job Description

Job title	<Democratic Services Support Officer>
Directorate	BUSINESS : Business Support
Division	< Legal and Governance>
Range	MPR 3
Reports to	Principal Democratic Services Officer

Main purpose of the job:

To support the efficient operation of the Council's decision-making, scrutiny and educational appeal processes.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

To provide support to members of the Council (and occasional support to the Mayor) including administrative and information services to enable Members to undertake their role effectively.

To provide information and advice about the work of Members and the Council to ensure that accurate information is readily available to any interested parties

To provide administrative support to the Democratic Services team to ensure that the team can provide a high quality service.

To assist with the administration and application of the Members' Allowances Scheme to ensure that the Council applies the Members' Allowances Scheme correctly.

To ensure that Council, Cabinet and Committee papers and associated documentation are freely available and accessible to the public on the Council's website to ensure that the Council complies with the relevant access to information rules

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

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Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the <Principal Democratic Services Officer>.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- <5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification >

Level B (in addition to level A criteria)

<NA>

Level C (in addition to levels A and B)

<NA>

Knowledge

Level A

< Basic understanding of how Democratic Services works with other services.

Awareness of political sensitivities in relation to the work of the service.

Basic knowledge and understanding of general office procedures and administrative practices to undertake the role.

Basic knowledge of confidentiality and GDPR requirements within the workplace.

An awareness of confidentiality and data protection procedures.>

Level B (in addition to level A criteria)

< A good understanding of how Democratic Services works with other services.

Developed knowledge around political sensitivity and awareness.

Developed knowledge and understanding of the various practices and procedures required to undertake the role with minimal supervision.

Good knowledge of confidentiality and GDPR requirements and how they apply in relation to the work of Democratic Services.

Good knowledge of the Council's Constitution, in so far as it relates to the work undertaken in this role.

Knowledge of how other internal and external services interact with Democratic Services functions.

Good knowledge of Integra.>

Level C (in addition to levels A and B)

< A highly developed understanding of how Democratic Services works with other services.

Highly developed knowledge around political sensitivity and awareness.

Highly developed knowledge and understanding of the various practices and procedures requiring little recourse to more senior officers.

An understanding of GDPR legislation and best practice in relation to information sharing.

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Developed knowledge and understanding of how other internal and external services interact with Democratic Services functions.

Developed understanding of Integra and the supporting finance processes. >

Experience

Level A

< Experience of providing high quality administrative services.

Experience of coping well under pressure and difficult situations, able to identify and act on own development needs.>

Level B (in addition to level A criteria)

< Experience of coping well under pressure and difficult situations.

Experience of providing support to colleagues for the smooth running of meetings.

Provide support to others in the team with project work.

Experience of dealing with a wide range of individuals including members of the public in respect of providing information.>

Level C (in addition to levels A and B)

< Extensive experience of leading project work.

Demonstrable experience of successfully managing challenging individuals, including members of the public.>

Skills

Level A

< Experience to an advanced level of using MS Word, PowerPoint, Mail merge, Excel, MS Teams, and MS Outlook and ability to learn bespoke systems relating to democratic services operations.

Ability to provide high attention to detail in relation to providing accurate information across all communications internally and externally.

Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines.

Sensitive to pressures facing the wider team.

High level of numeracy and ability to adhere to financial guidelines regarding the Democratic Services budget.

Ability to use the most appropriate style and method of communication, including standard correspondence, with people at different levels inside and outside of the organisation.

Good customer care skills, acting as a first point of contact, filtering enquiries which come into the team.>

Level B (in addition to level A criteria)

< Good level of skills in using bespoke systems for democratic services such as web publishing and system content management including drafting and editing content.

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Ability to give consistently accurate and detailed information to Democratic Services colleagues in support of their work.

Deals with unexpected priorities professionally, reprioritising own tasks with minimal disruption to service.

Able to take a proactive approach towards helping others in order to alleviate pressures in the wider team.

Ability to raise purchase orders, track spend and indicate to the budget manager regarding any anomalies in spend or proposed spend.

Ability to draft challenging and non-standard correspondence and other written material for people at different levels inside and outside the organisation.

Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary.

Ability to think about identifying alternative ways of doing things and being open to new work practices and responsive to change, in respect of administrative tasks.>

Level C (in addition to levels A and B)

< Highly developed skills in the use of bespoke systems for democratic services including an advanced level of web publishing and system content management.

Undertaking tasks at a consistently high level with much reduced supervision required.

Ability to implement alternative ways of doing things which have a positive impact on service delivery.>