

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Apprentice Democratic Services Assistant

Democratic and Elections Service, Resource Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To provide effective administrative support to the Democratic and Electoral Services Team, assisting with the organisation and administration of council meetings, maintaining democratic records, responding to enquiries, and supporting elected Members and officers to ensure democratic processes operate efficiently and in accordance with established procedures.

Accountable to:

This role is accountable to the Democratic Services Manager. The role sits within Democratic and Electoral Services, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. Assist with the preparation, publication and distribution of agendas, reports and minutes for council, committee and other meetings in line with statutory deadlines and established procedures.
2. Provide administrative support for meetings, including arranging venues, preparing meeting documentation, maintaining attendance records and updating committee management systems.
3. Maintain accurate records relating to committees, elected Members, decisions and other democratic processes, ensuring information is held securely and in accordance with data protection requirements.
4. Respond to routine enquiries from Members, officers, the public and external organisations, providing information and guidance in accordance with policies and procedures and referring complex matters as appropriate.
5. Support the administration of elected Member activities, including maintaining contact information, distributing information and assisting with member development arrangements.
6. Assist with democratic engagement and electoral service activities, including administrative support for voter registration campaigns, elections and canvass activities as required.
7. Produce standard correspondence, reports, statistical information and other documentation, including the collation and input of data, running reports and monitoring information to support service performance and statutory requirements
8. Maintain electronic and manual filing systems, ensuring records are accurate, up to date and readily accessible.
9. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, **(T)** Test, **(I)** Interview, **(P)** Presentation, **(D)** Documentation.

Skills and abilities:	Essential / Desirable	Measured by
Able to use word processing, spreadsheet and database applications. Experience of using software to analyse data and run reports.	Essential	A & I
Ability to work effectively and accurately under pressure to tight deadlines during key periods.	Essential	A & I
A high degree of flexibility with the ability to organise, prioritise for a demanding workload.	Essential	A & I
Ability to communicate and deal with a wide range of people diplomatically in a mature and sympathetic way.	Essential	A & I
Able to work flexibly including working outside normal hours at busy periods.	Essential	A & I
Able to work as part of a team.	Essential	A & I
Able adapt to a variety of tasks.	Essential	A & I
Ability to demonstrate political impartiality.	Essential	A & I
Demonstrate the ability to work towards an Level 4 Apprenticeship Standard, actively developing the necessary knowledge, skills and behaviours required to successfully achieve occupational competence	Essential	A, I & D
Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.	Essential	A & I
Information & Data Handling: Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.	Essential	A & I

Knowledge:	Essential / Desirable	Measured by
Understanding of the importance and principles of data protection and GDPR legislation.	Essential	A & I
Demonstrate knowledge and understanding of governance processes and the issues affecting local government in this area as well as overview and scrutiny.	Essential	A & I
Understanding democratic engagement issues and initiatives.	Desirable	A & I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a customer facing environment and providing advice and guidance to customers.	Essential	A & I
Experience of working in a complex environment involving work requiring attention to detail and working within procedures.	Essential	A & I
Experience of working as a member of a small team, in a pressurised environment	Essential	A & I

Education, training and work qualifications:	Essential / Desirable	Measured by
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Educated to A Level or level 3 standard or equivalent	Essential	A, I & D
Work towards the Level 4 Governance Officer Apprenticeship Standard.	Essential	A & I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Job family and salary band:	Band 04	Worker type:	Part-flexible
People management responsibility:	No	Budget responsibility:	No direct responsibility

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Please note this role will require you to have the ability to travel between locations and work longer hours and overtime during Election periods.

Our organisational values and behaviours:

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

WNC values colleagues as individuals and encompasses our different perspectives to deliver our collective ambitions. One West inclusive culture.

Should you require this document in another format or language, please contact:
Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

