

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Democratic Services Officer

Democratic and Electoral Services, Corporate Services 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 make an active contribution to the provision of effective democratic services that comply with legal requirements and support the Council's decision-making processes, Overview and Scrutiny and member development. This will include providing, co-ordinating and maintaining high quality administrative support to a range of decision-making and other meetings, in close liaison with Chairs (including the Leader of the Council, Cabinet members and other leading Members etc) directors, other senior officers and partners.

Accountable to:

Accountable to the Democratic Services Manager or Democratic Services Assistant Manager. Responsible for supporting the delivery of decision-making committees, overview and scrutiny and associated projects. The role sits within Democratic and Elections Team, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

1. Ensuring proper arrangements are made for all meetings, including the prompt and effective preparation and despatch of agenda and minutes, within strict deadlines.
2. To lead on assigned areas of work including the servicing of key meetings such as Cabinet, Council, Overview and Scrutiny and key council partnership bodies etc.
3. To liaise closely with members and to organise the work of committees using work programmes and other planning methods.
4. Provide high-level administrative support to the annual canvass and to contribute actively to democratic participation strategies to ensure that the Electoral Register is up to date, accurate and that voter registration and participation is maximised.
5. To negotiate with officers in respective departments to support the work of committees, providing relevant information and officer support to assist committees in their inquiries.
6. To ensure relevant departments/partners are kept informed of the work of committee/s and timely updates are reported through formal mechanisms, where appropriate.
7. Support the continual improvement of services, taking account of best practice elsewhere. Assist the Democratic Services Manager/Assistant Manager by reviewing operational procedures, promoting democracy and make recommendations for change and implement these.
8. Manage day-to-day correspondence and communication with public enquiries, both by telephone and in person from members of the public and other stakeholders.
9. Support the delivery of elections, working with colleagues from the wider team and organisation as appropriate.
10. In carrying out the duties of the post, you must have regard to the Council's Customer Service Policy and Guidelines.
11. Such other duties and responsibilities as may be determined from time to time within the scope of the job purpose, the title of the post and its grading. This includes working across the Democratic and Elections Team

12. To carry out any duties which fall within the broad spirit, scope, levels and purpose of this job description.

13. To ensure reasonable care is taken at all times for the health, safety and welfare of yourself and others and to comply with policies and procedures relating to health and safety within the Council.

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.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to prioritise workloads and deal with conflicting demands whilst meeting tight deadlines.	Essential	A/T/I
A degree of flexibility with the ability to work flexible hours to accommodate the requirements of the role, including supporting meetings that take place outside of normal hours.	Essential	A/T/I
Excellent interpersonal skills and ability to manage customer relations in a diplomatic and sympathetic manner.	Essential	A/T/I
Ability to work effectively as part of a team, particularly during busy periods.	Essential	A/T/I
Excellent communication skills, including the ability to write clear, concise minutes and reports.	Essential	A/T/I
Ability to take an adaptable approach to tasks and support others to do the same.	Essential	A/T/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I
Ability to demonstrate political impartiality.	Essential	A/T/I
Ability to travel between work locations.	Desirable	A/I

Knowledge:	Essential / Desirable	Measured by
Good working knowledge of democratic engagement issues and initiatives.	Desirable	A/I/P/T
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

Relevant experience:	Essential / Desirable	Measured by
Significant experience of working in a busy office environment and managing competing demands.	Essential	A/I
Significant 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 the law and related procedures.	Essential	A/I
Experience of providing advice and guidance on procedures to others	Essential	A/I
Experience of working within a local government environment, including working with elected politicians.	Desirable	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Education to A Level standard or equivalent by experience.	Essential	A/I/D

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.

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a local authority, other than a parish council.

Day-to-day in the role:

Hours:	37 per week	Primary work base:	The Guildhall
Job family band:	Band 6	Worker type:	Part-flexible
Salary range:	£31,869 to £34,663	Budget responsibility:	No direct responsibility
People management responsibility:	Task management		

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.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

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.

