**Job Title:** Democratic Services Officer

**Reporting to:** Head of Democratic Services

**Contract:** Permanent

**Hours:** 37 hours per week

**Salary:** £27,334 to £28,770, National Joint Council Spinal Column Points 14 to 17

**Main Purpose of Role:**

To be responsible to the Head of Democratic Services for the management of meetings in accordance with Standing Orders and for the preparation of agendas, reports and minutes as appropriate. To provide effective and proactive administrative and organisational support for all democratic processes. The function of the role is to prepare and circulate agendas, advise elected Councillors and officers on meeting processes, take minutes using the Modern.gov meeting management software and lead on the follow up of actions. To deputise for the Head of Democratic Services and Democratic and Civic Officer as required to cover any absence and / or holidays. To support the Democratic Services Team in the running of the calendar of municipal civic events.

**Main Duties and Responsibilities:**

**Democratic Services**

* Take responsibility for particular committees as determined by the Head of Democratic Services.
* Co-ordinate, prepare and publish agendas, attend meetings, compile minutes and reports in accordance with council procedures.
* Support and provide administrative support to the Planning, Environment and Transport Committee, preparing and submitting agendas, minutes and reports where necessary.
* Support the administration of Local Highways and Footpaths Improvement Group (LHFIG) request forms, administering them from receipt to final decision with a focus on customer service, keeping the member of the public up to date on the status of their request.
* Represent the Town Council or provide officer support to Councillors at meetings with outside bodies such as the Civic Society and Wiltshire Council as required.
* Prepare budget proposals and manage the budget for the Planning, Environment and Transport Committee, reporting to the Committee as appropriate.
* Provide support services for Council Officers, Council Committees, decision making bodies and working parties as requested.
* Ensure that venues, rooms, equipment and refreshments are booked in advance for all Council, Committee, Sub-Committee meetings and working parties.
* Act as systems administrator with the Democratic Services Team members for the Modern.gov meeting management system.
* Support Councillors and officers with the use of Modern.gov meeting management software, Councillor emails and tablets.

**Administration**

* Assist the Head of Democratic Services in the administration and delivery of the Town Council’s policies and procedures, ensuring they are regularly reviewed, updated and adopted by Council in a timely manner.
* Assist the Head of Democratic Services in the administration and responses to any requests received via the Freedom of Information Act ensuring that the Council is legally compliant at all times.
* Assist the Head of Democratic Services in the organisation of all elections and administration, keeping up to date the ‘Register of Members Interest’, gifts and hospitality records, ensuring Councillors comply with their legal duties as well as providing support for the Councillor ‘induction process’ as required.
* Manage daily incoming correspondence, letters, emails, and phone calls as well as meetings in person as required, ensuring matters are dealt with in a timely and efficient manner according to priority.
* Liaise on a regular basis with the Head of Marketing and Communications on the development and design of appropriate publicity and information material available for use in Council meetings.
* Work collaboratively and maintain a good working relationship with Officers, Councillors and town stakeholders in the achievement of the Councils’ corporate strategic objectives and priorities.
* Participate in any performance review processes and undertake training and development in support of your role as required and attend staff meetings in connection with the duties of your post.
* Be able to work flexible and unsociable hours as required.
* Be committed to equal opportunities and Health & Safety at work.
* Undertake such other duties as may be reasonably required to support the operational needs of the Council.

**Other Duties and Responsibilities**

* Work with the Democratic Services Team in the management of the civic and ceremonial budget.
* Attend and support as necessary Civic Events such as Remembrance Sunday, Mayor’s Investiture, Civic Sunday and Armed Forces Day as required.
* Support the Democratic Services Team and deputise as required to cover any absence and / or holidays.
* Cover the provision of a comprehensive administrative support service to the Mayor and Deputy Mayor in relation to the delivery of their civic duties in the absence of the Democratic and Civic Officer.

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| **Person Specification** | **Essential** | **Desirable** |
| **Qualifications and Experience** | | |
| Educated to degree level or equivalent |  |  |
| Relevant experience of working in a customer-focused environment, delivering excellent standards of service to a range of different stakeholders |  |  |
| Relevant experience of working in a local authority or other public sector organisation including the organisation and administration of meetings would be advantageous |  |  |
| **Skills** | | |
| High level of literacy |  |  |
| Ability to work closely with Councillors and Officers on confidential matters |  |  |
| Ability to draft reports and correspondence clearly and concisely with attention to detail |  |  |
| Thorough knowledge and expertise of the Town Council |  |  |
| Clear written and verbal communications skills |  |  |
| Good working knowledge of MS Word, Excel and Outlook |  |  |
| Understanding of the importance of confidentiality and the principles of data protection |  |  |
| **Personal Qualities and Attributes** | | |
| Good team worker, but also able to work on own initiative |  |  |
| Can work calmly and effectively under pressure, able to prioritise own workload and operate with limited supervision to tight deadlines |  |  |
| Openness to learn and ability to adapt to changing priorities |  |  |
| Ability to cope with competing priorities, with a willingness to work flexibly to achieve team goals and have the ability to plan and prioritise effectively |  |  |
| Ability to communicate with tact and diplomacy, work as an effective team member and to respond to queries effectively |  |  |
| Positive attitude and self-motivated with effective organisational skills |  |  |
| Team-player with a confident, can-do attitude and excellent customer service skills |  |  |
| Ability to deal with a range of people in a professional and courteous manner |  |  |

**Equal Opportunities**

Chippenham Town Council aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status.