

Job Description and Person Specification



Democratic Services Officer

Contract:	Permanent
Hours:	Full time (37 hours per week)
Location:	Lewes Town Hall
Salary	National Joint Council Spinal Column Point 19-22 £27,852 - £29,439 per year
Responsible to:	Town Clerk
Responsible for:	n/a

Main purpose of the role:

To be responsible to the Town Clerk for the management of meetings in accordance with Standing Orders and for the preparation of agendas, papers and minutes as appropriate. To provide effective and proactive administrative and organisational support for all democratic processes.

The main function of the role is to prepare and circulate agendas and take minutes at the Council's formal meetings using the Decisions meeting management software through Microsoft Teams and lead on the follow up of actions and management of the Town Council's paper and electronic filing systems

To deputise for the Civic Officer as required to cover any absence and / or holidays. To support the Civic Officer and Councillors in the running of the calendar of municipal civic events.

Key Tasks and Responsibilities:

- 1. Democratic/Committee Services**
 - 1.1 To take responsibility for particular committees as determined by the Town Clerk.
 - 1.2 To co-ordinate, prepare and publish agendas, attend meetings, compile minutes and reports in accordance with council procedures.
 - 1.3 To support and provide administrative support to the Planning and

Buildings and Amenities Committees, preparing and submitting agendas, minutes and reports.

- 1.4 Support the administration of Grant Application Forms, administering them from receipt to final decision with a focus on customer service, keeping the member of public up to date on the status of their request.
- 1.5 Represent the Town Council or provide officer support to Councillors at meetings with outside bodies such as required.
- 1.6 To provide support services for Council Officers, Council Committees, decision making bodies and working parties as requested.
- 1.7 To ensure that venues, rooms, equipment and refreshments are booked in advance for all council, committee, sub-committee meetings and working parties.
- 1.8 To act as systems administrator for the Council for the Decisions meeting management system.
- 1.9 To support Councillors and officers with the use of Decisions meeting management software, Councillor emails and tablets.

2. Administration

- 2.1 To assist the Town Clerk 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.
- 2.2 To assist the Town Clerk 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.
- 2.3 To assist the Town Clerk in the organisation of all elections and administration of 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.
- 2.4 To 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.
- 2.5 To liaise on a regular basis with the Communications Officer on the development and design of appropriate publicity and informational material available for use in council meetings.
- 2.6 To 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.

- 2.7 To participate in any performance review processes and undertake training and development in support of your role, as required and to attend staff meetings as required in connection with the duties of your post.
- 2.8 To be able to work flexibly and be aware that the nature of the role means that you will need to be available for evening meetings and some weekend events.
- 2.9 To be committed to equal opportunities and Health & Safety at work.
- 2.10 To undertake such other duties as may be reasonably required to support the operational needs of the Council.

3. Other Duties And Responsibilities

- 3.1 To work with the Civic Officer in the management of the civic and ceremonial budget.
- 3.2 Attend and support as necessary Civic Events such as Remembrance Sunday, Mayor Making and Twinning Events as required.
- 3.3 To support the Officer 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 Civic Officer.

Person Specification

Qualifications and Knowledge

- High level of literacy – preferably educated to degree level or equivalent experience
- 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

Essential Skills and Experience

- Ability to work closely with Councillors and Officers on confidential matters
- Ability to draft clearly and concisely with attention to detail
- Thorough knowledge and expertise of the Town Council
- Clear written and verbal communications skills
- Good team worker, but also able to work on own initiative
- Can work calm and effectively under pressure, able to prioritise own workload and operate with limited supervision to tight deadlines
- Good knowledge of Office 365 suite including Teams
- Openness to learn and ability to adapt to changing priorities
- Ability to cope with periods of sustained pressure in a busy work environment, 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 with the ability to respond to queries effectively

Personal Qualities and Attributes

- Must understand the importance of confidentiality and the principles of data protection
- Positive attitude and self-motivated with effective organisational skills
- Team-player with a confident, can-do attitude and excellent customer service skills
- Able to deal with a range of people in a professional and courteous manner