

Job Description

Job Title	Assistant Democratic Services Officer
Directorate	Office of the Chief Executive
Service Area	Democratic Services
Grade	4
Competency Level	1
Salary	£25,119 - £28,770
Job Type	Office Based
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

Directly Responsible For:

To provide a flexible, high-quality business support service to staff within Democratic Services.

Directly Responsible To:

Principal Democratic Services Officer

Main Areas of Responsibility:

- To provide regular budgetary statistical and other information to the Head of Governance and Principal Democratic Services Officers Managers and assist in the provision of financial protocols for service delivery.
- To input all appropriate financial payments systems including taking responsibility for processing payments, invoices and bookings for events and travel.
- To organise and plan the workload, diary and commitments of the Head of Governance and Principal Democratic Services Officers, ensuring deadlines are achieved and that the flow of work is prioritised to deliver targets and objectives.
- Responsible for high level co-ordination between the Directors and Divisional Managers in order to initiate/produce reports, briefings, papers etc. for meetings and key stakeholders.
- To liaise with Exchequer Management, team leaders and social workers as required to ensure all protocols, audit requirements, standing orders and systems are adhered to.
- To arrange, attend and minute/record formal and informal meetings as directed by the Head of Governance and Principal Democratic Services Officers
- To collate and distribute item reports within agreed timescales and assist with the quality assurance of items reports as appropriate as directed.
- Co-ordination of committee reports and provide appropriate guidance to senior managers
- To ensure that minutes and decisions are distributed to authorised recipients within agreed timescales and in accordance with appropriate data protection guidelines.
- To ensure service information is recorded on appropriate ICT systems within agreed timescales.

- To work within a Performance Management Framework and to aspire towards the objective and targets set out in individual performance plans.
- To prioritise and manage work in line with guidance from line manager and complete work to the necessary standards and timescales agreed.
- Engage in and contribute to professional development as and when appropriate.
- Maintain confidentiality of information at all times in accordance with the information governance requirements including the principles of Freedom of Information Act and Data Protection Act.
- To provide such other assistance as deemed necessary to ensure that the administrative function is carried out.
- To provide support to Democratic Services staff around core systems including but not limited to Civica Issue Manager, Civica I-Casework, SAP EBP and Oracle as required.
- Engage in and contribute to personal development activities and training.
- To carry out any other tasks reasonably required of the post holder.
- To ensure compliance with the Council's policies on diversity, equal opportunities and health and safety.
- Develop the Council's commitment to equal opportunities and to promote non discriminatory practices in all aspects of work undertaken.
- To undertake research and analysis to identify improvements and best practice in relation to all aspects of overview and scrutiny and governance.
- To undertake any other duties commensurate with the grade and role.

Supervision and Management Responsibility:

- This role has no supervision or management responsibility.

Budget and Financial Responsibility:

- Being fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the Council, residents and communities.

Physical Demands of the Job:

- This post is office based; it will involve sitting for long periods of time.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the Council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the Council's commitment to equal opportunities and to promote nondiscriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 5 GCSE's/NVQ Level 3 in administration or equivalent (A/I)

Desirable

- Qualification in ICT including use of Microsoft software applications

Experience

Essential

- Practical experience acquired through current / previous job roles and training (A/I)
- Experience of taking accurate minutes or experience of detailed report writing (AI)
- Experience of producing data and financial reports for analysis (AI)
- Experience of arranging a variety of meetings, preparing agendas, arranging venues, circulation of pre agenda items, distribution of minutes and outcomes from meetings (AI)
- High level of planning and organisational skills (A/I)

Desirable

- Experience of producing work of a high standard and working to tight deadlines
- Understanding of the workings of local government

Skills/Abilities

Essential

- Strong level of digital literacy, including office software suites and flexible ways of working (e.g., video conferencing, remote working) (A/I)
- Ability to plan and organise work to produce a high level of output to quality standards, with an interest in getting involved in longer term developments of the service (A/I)
- Excellent written and oral communication, negotiating and influencing skills (A/I)
- Understanding of fairness and equality of opportunity at work and in service delivery (A/I)

Desirable

- Good problem solving and analytical skills
- Well-developed IT skills
- The ability to communicate and liaise efficiently at all levels within the Council
- The ability to deal with distressed and/or aggressive customers in a sensitive and professional manner
- The ability to deal with potential conflict but deliver positive outcomes

Commitment

Essential

- Ability to work flexible hours and attend evening meetings (A/I)
- Commitment to continuous professional development (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council