

Job Description

Job Title	Assistant Democratic Services Officer
Directorate	City Law and Governance
Service Area	Democratic Services
Grade	4
Competency Level	1
Salary	£25,119-£28,770
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required

Job Purpose

Provide high-quality administrative support to the Council's decision-making bodies including Full Council, Cabinet, Scrutiny Committees and Regulatory Committees.

Provide a comprehensive, high level and confidential support service to elected members.

Represent the organisation in a professional manner.

This is a politically restricted post as set out in the main provisions of Part 1 of the Local Government and Housing Act 1989 (section 2)(as amended). The law aims to ensure the political impartiality of local government staff who hold posts involving duties of a politically sensitive nature.

Directly Responsible For:

Not applicable.

Directly Responsible To:

Head of Democratic Services

Main Areas of Responsibility:

- Responsibility for the servicing of key meetings including the necessary associated work as directed by the Head of Democratic Services
- To undertake administrative duties including production and despatch of agendas, production of Decision Notices, the development of the committee minute management system, tracking systems, assisting with members payroll systems, training programme and schedule of dates lists
- To develop and maintain effective administrative processes to support the Council's decision-making function including minutes, nameplates, stationary, room bookings and printing
- To input all appropriate financial payments systems including taking responsibility for processing payments, invoices and bookings for events and travel
- To assist in the development of a Report Management System and ensuring compliance with internal governance processes
- To develop and maintain effective working relationships with members, officers and all the council's customers as necessary
- To undertake research and analysis to identify improvements and best practice in relation to all aspects of Democratic Services
- To support and assist with the livestreaming and webcasting of meetings to the City Council's website and to contribute to the development and use of social media in highlighting decision-making and local democracy in Liverpool

- To support with the delivery of the Member Learning and Development programme including arranging training sessions
- Work flexibly to ensure that the office is always covered
- Participate in all aspects of training and development as directed and using all relevant learning opportunities to improve personal skills to improve effectiveness and efficiency of service delivery
- Organise and plan workload, diary and service commitments ensuring deadlines are achieved and the flow of work is prioritised to deliver targets and objectives
- Ensure all procedures, audit requirements, standing orders and systems are adhered to and service information recorded on appropriate ICT systems within agreed timescales
- Always maintain confidentiality of information in accordance with the information governance requirements including the principles of Freedom of Information Act and Data Protection Act
- Undertake any other duties commensurate with the grade in relation to posts of this nature as directed by the Head of Democratic Services

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Be 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 a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs

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 City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City 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

Qualification and training

Essential

- Five GCSEs at grade 9-4/A*-C including English and maths or equivalent (A)

Desirable

- Educated to A Level or Post-Graduate Degree level
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role
- An understanding of how local government works

Experience

Essential

- Knowledge of IT software packages, e.g., Microsoft Office packages including Word, Excel, Outlook, PowerPoint and Team (A,I)
- Providing excellent customer service both in person and by telephone (A,I)

Desirable

- Providing secretarial support to a committee or board
- Providing business administrative support within a busy environment

- Experience of working flexibly to meet the needs of the organisation
- Experience of maintaining confidentiality and managing sensitive information

Skills/Abilities

Essential

- Demonstrate good communication skills, both orally and in writing and able to communicate effectively at all levels (A,I)
- Ability to work in a political environment and adopt a politically sensitive approach (A,I)
- Good organisational skills - ability to work under pressure to accurately meet deadlines (A,I)
- Demonstration your ability to work in and contribute to a team environment (A,I)
- Good level of accuracy and able to pay attention to detail when maintaining records (A,I)

Desirable

- High level of computer literacy including use of Microsoft Teams
- Able to respond to changing work priorities

Commitment

Essential

- Availability to work outside of normal working hours. This involves working additional hours during the week (including evenings) as and when required

Desirable

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

Other

Desirable

- Full clean driving licence and access to a vehicle or can demonstrate the ability to travel to various locations within the city region