

The 'role profile' is the contractual element and generically sets out in broad terms the responsibilities the post holder is expected to have

Job Title	Democratic Services Officer		
Salary/Band	Band 2	Hours	29
Location	Wyre Forest House Finepoint Way, Kidderminster	Position Type	Part Time
Contract type	Permanent	Career Graded Post	No
Politically Restricted Post	No		

Generic Responsibilities

Under the direction of the Principal Committee and Member Services Officer to:

- Ensure the efficient and effective administration of the Council's Committees, providing high quality procedural advice and guidance, supporting ad hoc review panels and providing high quality support to Councillors.
- Undertake any other duties normally associated with the Democratic processes of a Local Authority.
- To act as an aide to the Corporate Leadership Team (CLT) to enable them to perform their roles to maximum efficiency and effectiveness and to ensure confidentiality is maintained at all times.
- To act as an aide to the Leader of the Council, Cabinet Members, and the Chairman to enable them to perform their roles to maximum efficiency and effectiveness and to ensure confidentiality is maintained at all times.

Task Specifics

The "task specifics" is the non-contractual element of your post and is a more detailed description of the day-to-day activities which will be reviewed in line with the appraisal process and can change when priorities change

Job Purpose

Under the direction of the Principal Committee and Member Services Officer to:

- Ensure the efficient and effective administration of the Council's Committees, providing high quality procedural advice and guidance, supporting ad hoc review panels and providing high quality support to Councillors.
- Undertake any other duties normally associated with the Democratic processes of a Local Authority.

Service to Customers

MAIN DUTIES AND RESPONSIBILITIES

To be responsible for:

- Ensuring the smooth and efficient running of Committees, including the preparation of agendas, reports and minutes, ensuring that they comply with the requirements of the Council's Constitution, Standing Orders, relevant local government legislation and best practice.
- Dealing with all matters arising from meetings and for ensuring action is taken and properly co-ordinated both within the service area and with other areas of the Council.
- To maintain effective communication with officers of all levels and with members of the Council so they are kept up to date on committee matters, as required.
- To undertake and participate in any other activities or projects within committee administration, as required.
- To make appropriate use of IT systems and recommend proposals for introducing new technology as necessary.

Other Duties

- **Support / Cover / Other Duties:** to liaise with the ESOs to maintain a balanced workload across the ESO team in accordance with agreed priorities, undertaking other reasonable duties where necessary. To provide cover for ESOs as required. To provide cover and to support the wider Demographic Services Team and Business Support Assistants as and when required. To undertake various administrative tasks commensurate with the role.
- **Group Leaders, Cabinet/CLT and various working groups:** to provide full secretariat and organisational function for meetings of Group Leaders, Cabinet/CLT and various working groups. This will include producing minutes for the Group Leaders meetings.
- To carry out any other duties which may be allocated from time to time by the Solicitor to the Council or authorised representative.

Business Improvement / Planning Responsibility

- To support ad hoc review panels, as required, including undertaking research, writing reports, inviting guest speakers and any other activities to facilitate delivery of the programme of work.
- In consultation with the Council's Solicitor, to provide high quality advice and guidance to members and officers of the Council on the interpretation and application of the Council's Constitution, Rules and Standing Orders, including for example call in procedures.
- To assist with relevant officers any training required for the efficient administration of the council's committees and scrutiny function.

Elections

- To assist the Electoral Services Team with the preparation and delivery of national and local elections, referenda and polls, as required. To support the Electoral Services Team with the preparation and delivery of the Annual Canvass.

Managing Resources (People, equipment, buildings)

- To support the maintenance of all necessary record systems associated with the provision of Democratic Services to the Council, ensuring they are adequately maintained and where required, made available for public inspection.
- To support the maintenance and updating of information on the website relating to the democratic services functions.

Specific Knowledge and Skills required for this role:

Essential

- **Organisational Skills:** Ability to organise and prioritise tasks effectively, manage time efficiently, and maintain a structured workflow to meet deadlines and achieve objectives
- **Communication Skills:** Strong verbal and written communication skills to interact professionally with colleagues, customers, and other stakeholders, as well as the ability to listen actively and convey information clearly.
- **Time Management:** Ability to prioritise tasks and manage time effectively to handle multiple tasks promptly and efficiently
- **Technology Proficiency:** Competence in using office software applications such as word processing, spreadsheets, email and other in-house systems.
- **Teamwork and Collaboration:** Ability to work well as part of a team, collaborate with colleagues from diverse backgrounds, and contribute positively to a cooperative work environment
- **Adaptability:** Flexibility to adapt to changing priorities, tasks, and responsibilities in a dynamic office environment, demonstrating resilience and a willingness to learn new skills.

- Attention to Detail: Keen attention to detail to ensure accurate documentation of information, minimising errors and discrepancies.
- Able to carry out the key tasks of this post
- Flexible approach to working hours, able to work outside normal office hours if necessary, including a requirement to be available for evening meetings
- Excellent organisational, forward planning and team-work skills
- Able to complete work to a high standard of accuracy and presentation
- Experience of planning and preparation of meetings
- Experience of taking notes / minutes in meetings
- Work on own initiative with the minimum of instruction and supervision
- Articulate and numerate
- Communicate effectively at all levels, particularly with the CLT, Members and senior officers
- Must be able to work under pressure to tight deadlines and prioritise own workload
- Act in a professional manner at all times

Education	Essential	Desirable	GCSE Level or Equivalent A Level or Equivalent Degree Level or Equivalent Other relevant qualification specific to the role (detailed in key skills)
	x		
Driving Licence	Essential	Desirable	Full UK Driving Licence Class 2 LGC Licence
		x	
DBS requirements	x	Not required for post	
		Basic	
		Enhanced Adults	
		Enhanced Adults & Children	
Additional Special Requirements	Flexible approach to working hours, able to work outside normal office hours if necessary, including a requirement to be available for evening meetings.		
Health and Safety (standard info not to be changed)	• To monitor and comply with Health and Safety of tasks and projects • To assist with and undertake risk assessments, method statements, standard operating procedures. • As an employee you must comply with the requirements of the Health and Safety at Work Act 1974 and affiliated regulations. You are also required to comply with the Council's Health and Safety Policies and take reasonable care for the health and safety of yourself and of others		
Values and Behaviour (standard info not to be changed)	Work to the Council's Values and associated Behaviours. We are Working Together • We are one team, all working towards the Council's vision for the district We are Fair • We treat people fairly, we are inclusive and embrace our differences We are Dependable • We do what we say we are going to do, you can trust us to deliver on our promises We put Communities first • We listen, we set targets for ourselves and the services we deliver		
Corporate Accountabilities (standard info not to be changed)	Equality, Diversity, and Inclusion • Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively. Health and Safety		



- To operate with due regard to the Council's policies, procedures and guidance and undertake any health and safety training as appropriate.

Information security and governance

- Manage information in line with the Council's policies, procedures, and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance.
- Cyber Security Awareness

Safeguarding

- Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.

Date Prepared: March 2026