

Job Profile

Democratic and Electoral Services Officer

Grade D-F Date created: 13th March 2017

About the Job

- To contribute to the management of an efficient committee system and assist in the arrangement of elections and the compilation of the electoral register.
- This is one of a number of posts that will work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development

This is what we need you to do...

- Take responsibility for all aspects of the effective administration of any allocated meetings in accordance with statutory requirements and the Council's procedures, including agenda preparation, attending and minuting evening meetings and dealing with any associated correspondence or administrative action arising from meetings.
- Develop detailed knowledge of the democratic arrangements in the Council and advise Chairs, Members, officers and other stakeholders on the interpretation of the Constitution and other procedural matters
- Provide support to elected Members, and assist with the co-ordination of the Member development programme, induction of new Members, and associated administration.
- Ensure reports for decision are consistent with the house-style and undertake research and consultation in support of the scrutiny process provide direct support to Members in the discharge of Overview and Scrutiny functions.
- Administer support to the Civic office in respect of managing, organising and co-ordinating the programme of civic engagements and commitments in association with the relevant stakeholders.
- Administer support in maintaining the electoral register and be responsible for processing voter registration and absent vote applications and dealing with customer enquiries.
- Provide support to elections processes, including postal vote dispatch and receipting processes, booking polling station premises and preparing polling station supplies and equipment under the direction of the Democratic and Electoral Services Team Leader.
- Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Policy and Governance Services Manager
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Knowledge of local government and the democratic decision-making processes.
- Experience of providing governance support to elected Members and senior officers.
- Understanding and knowledge of the electoral legislative framework.
- Experience of successfully leading on projects which has reflected in positive change.
- Experience of coping well under pressure and dealing with difficult situations

Knowledge, Skills and Understanding

- Ability to undertake research projects and to present reports and data to a variety of audiences.
- Developed and effective organisational and implementation skills.
- Ability to work on one's own initiative and prioritise own workload when experiencing conflicting demands.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to identify and respond to political context advising senior officers where required.
- Negotiation and engagement skills and ability to develop positive relationships with Members and stakeholders.
- Ability to work the changing technology and embrace change and digital transformation.

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- Suitable qualification or equivalent experience

Desirable

- Project management qualification.