**Job Description and Person Specification Profile**

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| **Job Title** | Graduate Democratic Services Officer |
| **Job ID** | M34 |
| **Service** | Democratic Services |
| **Grade** | E |
| **Reporting to** | Head of Democratic Services |

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| **The Role** |
| This role will support/assist the Democratic Services Team in the delivery of an efficient and effective Democratic Service function and support the Directorate and Council in the delivery of key projects.**Main Duties and Responsibilities include:*** To assist other Democratic Services officers in the team to deliver an effective committee support service
* To work with the Head of Democratic Services to improve Democratic Service delivery. This will require the post holder to assist in reviewing the efficiency and effectiveness of certain democratic processes, and to advise on how improvements can be made, and produce workable strategies to implement effective change
* To provide appropriate support and guidance to colleagues, officers and managers when implementing new, or updating existing, processes
* To oversee the continued use of the electronic committee management system. The post holder will also need to organise, prepare and deliver any necessary training packages on how to use the different features of the software
* To monitor, review and update service webpages, including Elected Member information, to ensure maximum usability and efficiency for the public
* To produce letters, briefing notes, reports and general correspondence to support democratic processes and assist with Elected Member enquiries
* To support the Electoral Registration Team with the processing of registration forms and rolling registration forms, the processing of absent vote applications and the issuing of reminder letters to new and existing residents to ensure elector records are kept up to date
* To contribute to the effective and efficient administration of all Elections
* Be politically sensitive and be able to recognise and deal with a range of sensitive issues that impact on the service area
* To represent Tameside MBC professionally when attending external meetings
* Carry out all duties in compliance with the Council’s policy for Health and Safety
* Undertake the duties of the post in accordance with the Council’s Equal Opportunities Policy

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.  |

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| **About You** |
| **Your essential qualifications*** Level 5 Degree qualification or above or equivalent

**Your essential skills, knowledge and experience*** Experience of using Microsoft office suite
* An understanding of local government and democratic processes and procedures
* An awareness of the political environment and an ability to work in a confidential, sensitive manner
* Ability to work on own initiative and as part of a team
* Excellent oral and written communication skills
* Knowledge of local government structures and procedures
* Strong administrative and organisational skills with the ability to deliver agreed objectives within agreed timescales
* Self-motivated with a high attention to detail and drive to complete tasks to a high standard
* Ability to maintain focus and objectivity under complex conditions
* Ability to prioritise tasks and work under pressure to tight timescales with sometimes short notice
* Ability to interpret and summarise complex information
* Ability to work in a confidential, sensitive, manner
* Eager to develop new and existing skills

**If you have the following experience or qualifications – then that’s great!*** Experience working within a Democratic Services Team
* Experience of using committee management software
* Experience of using Electoral Register management software
* Thorough and up-to-date knowledge of the administration of local government, decision making and Access to Information under Executive arrangements (forward plans, decision making, committee management and the Council’s constitution
* Experience of servicing meetings
* Experience of working with and advising, Elected Members
* A working knowledge of elections and local government law
* An understanding and appreciation of the use of IT in the management of a local authority
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**Our employees’ skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.**

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| **What can you expect from us?*** A fair salary and benefits
* Opportunities for good health and wellbeing
* Help you to grow, develop and to do your best
* Enable you to be creative and innovative
* Fully involve you in changes that affect you and your work
* Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside** |

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

