

Job Description

Democratic Services Officer

Salary: SCP Points 7-12 (£20,444 - £22,571 pro-rata)

Hours: 18.5 Hours per week (Worked flexibly with the requirement to support evening meetings and to be present in the office, on designated day/s).

Reporting to: The Clerk

Location: Mumbles Community Council office at Ostreme, Mumbles, occasional off-site working when assisting with events

Main Purpose

The primary function of the role is to assist the Clerk and the Assistant Clerk in the efficient administration of the business of Mumbles Community Council including the direct servicing of designated committees, accurate record keeping and timely dissemination of decisions to the public in accordance with statutory provisions. Also ensuring the smooth running of the general office and the provision of high-quality customer service to residents, visitors, officers and councillors.

Main Duties

- To provide administrative support to the Clerk and Assistant Clerk/RFO
- To work with the Clerk to coordinate the preparation of the Council Summons including agendas and all relevant reports and documentation associated with each Council committee and meetings and disseminate to Councillors and staff accordingly within the statutory timescales.
- Attend meetings of the Community Council and its Committees to take and produce the minutes or notes as required.
- Support the Council's vision for the future and its aspirations in line with the sustainable development principle of the Wellbeing of Future Generations (Wales) Act 2015.
- Organise and be responsible for the day to day running of the general office.
- Support the administration in ensuring the smooth running of Committees in line with standing order requirements.
- Have knowledge of and understand the importance placed by the Council on excellent front line customer service and provide that standard of customer care to the general public.
- Provide excellent standard to the general public projecting a friendly and knowledgeable demeanour.
- Provide administrative support to meet the needs of the Council's office.

- To organise the uploading or displaying of committee agendas and papers to the Council's website and notice boards.
- To occasionally provide assistance to the Marketing, Editorial and Events Planner for various events and competitions.
- To assist the Clerk in providing information required for the production of the Annual Report of the Council.
- Develop the annual timetable of committee meetings.
- Assist at Council functions and events which occur outside of normal office hours.
- To contribute to the updating and maintenance of democratic related areas on the Council website.
- Work with colleagues in a team setting to develop new initiatives and/or services.
- Carry out further duties appropriate to the post in furtherance of the Council's purpose, aims, objectives, policies and priorities.
- To operate within the framework of policies, procedures and guidelines as laid down and agreed by MCC to ensure the inclusive and accessible delivery of services to the members the community.
- To model high personal and professional standards in accordance with the MCC Code of Conduct.

Person Specification

Democratic Services Officer

Experience:

- Ideally, at least three years' experience working in a governance / public services delivery environment participating in and or servicing committees.
- At least three years' experience of working in an administrative capacity, providing a high level of customer service.

Knowledge & Skills:

- This role requires strong organisational skills, with the ability to manage a varied workload to deadlines
- High level of attention to detail
- Excellent administration skills, with the ability to take accurate minutes of meetings using well developed ICT skills.
- Proficient in using MS Office packages including Word, Excel, Powerpoint, Outlook and Google Docs,
- Excellent communication skills, both written and verbal, with the ability to take accurate minutes of meetings and to prepare agendas and meeting papers.
- Good interpersonal skills, with the ability to build relationships both internally and externally and to act as an ambassador.
- Have knowledge of and understand the importance placed by the Council on excellent front line customer service.

Personal Attributes:

- Committed to helping others and providing a high standard of care.
- Strong team-player, with flexible approach to support Council functions and meetings in the evenings and weekend events
- Exercise good judgement and demonstrate diplomacy and tact
- An appetite to learn new applications to support smarter ways of working.
- Reliable and conscientious