



**JOB DESCRIPTION**

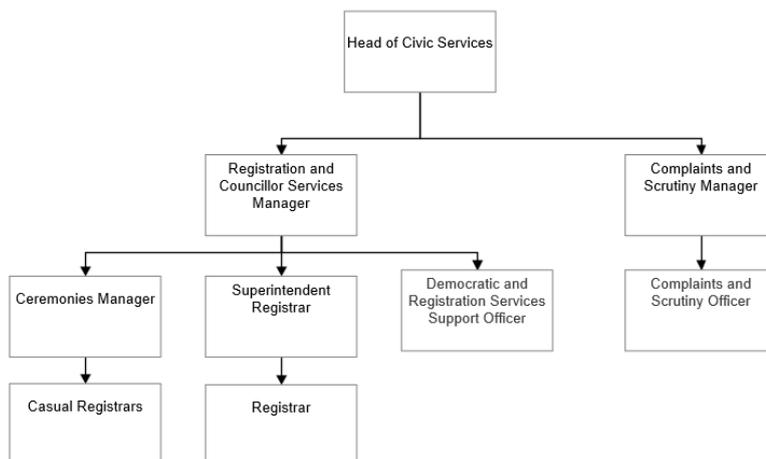
<b>Job Title:</b>	<b>Councillor and Civic Services Officer</b>		
<b>Directorate:</b>	<b>Communities</b>	<b>Salary:</b>	<b>£30,024 - £35,412 per year plus £729 London Weighting</b>
<b>Section:</b>	<b>Democratic and Registration Services</b>	<b>Grade:</b>	<b>BG-H SCP 15 - 24</b>
<b>Location:</b>	<b>Time Square</b>	<b>Work Style:</b>	<b>Hybrid</b>

**Key Objectives of the role**

- Provide high-quality operational and administrative support across the Democratic and Registration services team, including councillor development, civic and ceremonial functions, statutory registrations and democratic information management.
- Support the delivery of an inclusive and responsive Councillor Development Programme, enabling councillors to engage confidently and effectively with residents and their local leadership roles.
- Contribute to the planning and delivery of civic events and ceremonial duties, promoting civic identity, community pride and inclusive engagement across the borough.
- Maintain systems and processes that support transparency, accessibility and statutory compliance, including accurate recordkeeping, digital communications and public information.

**Designation of post and position within departmental structure**

The Councillor and Civic Services Officer reports to the Registration and Councillor Services Manager, supporting a range of functions that enable civic belonging, councillor effectiveness and statutory service delivery.



## Daily and monthly responsibilities

### General Duties

- Provide flexible support across the Registration and Councillor Services team, including administration, events planning, digital updates and resident or councillor queries.
- Maintain accurate and up-to-date systems and records (e.g., councillor interests, allowances, declarations, civic events calendar), ensuring statutory and public-facing information is well maintained.
- Provide proactive administrative support across the department, including maintaining SharePoint structure and access, designing new processes, managing financial transactions, coordinating claims and recruitment tasks, supporting hybrid meeting setup and maintaining internet and intranet content.
- Respond professionally and empathetically to enquiries from residents, councillors, venues and partner organisations, escalating appropriately.
- Support communications and information-sharing across the team and with councillors, including updates to intranet and SharePoint resources.
- Work collaboratively with the Project Officer: Democratic and Registration Services on high-profile democratic projects, contributing operational insight and supporting the successful delivery of cross-cutting priorities.

### Councillor Services

- Assist in development and delivery of the Councillor Learning and Development Strategy, including booking sessions, monitoring attendance, maintaining records and collating feedback.
- Help prepare materials for councillor induction and ongoing development, working with colleagues to ensure content is accurate, engaging and accessible.
- Support councillors with expense claims, allowances and queries related to policy or reporting requirements.
- Contribute and manage councillor-related communications such as Democracy Snapshot, newsletters, development bulletins and service updates. Evaluating impact and suggesting appropriate content.

### Civic Participation and Engagement Support

- Support the planning and delivery of inclusive civic events and public-facing activities, such as flag-raising, remembrance services, official visits and the annual Civic Service.
- Help ensure civic events reflect the diversity of the borough and provide opportunities for residents, communities and councillors to participate meaningfully in civic life.
- Work with colleagues, councillors, venues and partners to coordinate event logistics, communications, invitations and materials that support high-quality, inclusive experiences.
- Maintain civic supplies and ensure that civic spaces (e.g. Mayor's Office) are prepared for engagements, supporting a welcoming and accessible environment.
- Contribute to the visibility and transparency of civic work by supporting accurate public information, event promotion and follow-up communications that build community pride and participation.

## Scope of role

- Supports a team that delivers high-profile and visible services, including support to 41 councillors, the Mayor and the borough's civic identity and engagement programme.

- Works with residents, councillors, community organisations and internal teams on matters that are often public-facing and politically sensitive.
- Is required to work flexibly, including evening or weekend events, particularly during peak democratic, civic or ceremonial periods.
- Operates within statutory frameworks and visibility thresholds, requiring high standards of accuracy, discretion and customer care.
- There is no budgetary and supervisory responsibility.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<p>Educated to A-level standard or equivalent relevant experience.</p> <p>Experience of providing high-quality administrative support in a complex, multi-service or public-facing environment.</p> <p>Experience of working with confidential or sensitive information, exercising professionalism and discretion.</p> <p>Experience of using digital systems for recordkeeping, data management, or case tracking.</p> <p>Experience of delivering excellent customer service to a wide range of internal and external stakeholders.</p>	<p>Experience of working in a local government or public sector setting.</p> <p>Familiarity with supporting elected councillors, civic events or committee-related work.</p> <p>Experience using SharePoint, Modern.Gov or similar systems for collaborative work and governance processes.</p> <p>Evidence of continuing professional development.</p>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Strong organisational skills, with the ability to manage competing priorities and meet tight deadlines.</p> <p>High level of accuracy and attention to detail in handling data, communications and recordkeeping.</p> <p>Good working knowledge of Microsoft 365 applications, including Outlook, Word, Excel and Teams.</p> <p>Clear and confident written and verbal communication skills, with the ability to present information professionally and accessibly.</p> <p>Ability to work independently and as part of a team, using initiative and good judgement.</p> <p>Awareness of the importance of transparency, inclusion and public accountability in civic and democratic services.</p>	<p>Understanding of the role of councillors, civic functions and the value of public engagement in democratic life.</p> <p>Understanding of data protection principles and confidentiality requirements.</p> <p>Ability to contribute to service improvement, including developing digital workflows or improving administrative processes.</p>

<p><b>Work-related Personal Requirements</b></p>	<p>Politically aware and impartial, able to work sensitively and professionally with councillors, officers and residents.</p> <p>Flexible and adaptable, with a positive approach to change and service development.</p> <p>Committed to inclusion, customer focus and continuous learning.</p> <p>Willingness to work flexibly, including occasional evenings or weekends to support civic events or councillor engagement.</p>
<p><b>Other Work Requirements</b></p>	<p>Sufficient flexibility to ensure deadlines are met and able to work from the offices when hybrid meetings require set up</p> <p>The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.</p> <p>Ability to, on occasion, work outside normal working hours.</p> <p>Understanding of the political context of local authority decision making.</p>
<p><b>Role models and demonstrates the Council's values and behaviours</b></p>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.



