

Epping Forest District Council

Democratic Services Officer

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ROLE PROFILE

Job Title: Democratic Services Officer

Service: Corporate Services

Grade: F

Work Location: Agile – Home / Office

Main Purpose of the Job

Be responsible for the day-to-day management of functions within the postholder's area and for the delivery of outcomes.

Ensure the Council meets its statutory obligations and that the highest standards of probity and good conduct are maintained at all times.

Work collaboratively across the organisation to bring about change and improvements to service delivery within finite resources.

Take collective responsibility for ensuring excellent services are provided to our residents.

Key Responsibilities

Corporate

Ensure our customer service and delivery is excellent and continually improves.

Take responsibility for ensuring that the Council's decisions and policies are implemented.

Demonstrate the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

Participate in projects to achieve the most effective services possible for key stakeholders, community, partners and the Council.

Service

Contribute to and implement a strong vision for the service area which delivers ambitious, innovative and forward-thinking approaches. Ensure the work of services is high quality and achieves its objectives, by effective performance and risk management.

Develop and implement a digital focus across processes and service delivery particularly with regard to opportunities to support the ‘Digital Member’.

To ensure an efficient and effective process exists to provide agenda management and secretarial support for meetings of the Council’s committees, working groups and other meetings as required.

To provide constitutional advice as required to Members, Officers and other stakeholders.

SKILLS, KNOWLEDGE & ATTRIBUTES

Education	Relevant professional degree/qualification or demonstrable equivalent work experience Demonstrate a good understanding of safeguarding issues commensurate with the role.
Experience	Experience of working in a democratic services or committee management environment providing advice and guidance to politicians and officers. Experience of producing minutes relating to complex issues in a concise and accurate manner on a variety of topics.
Knowledge & Skills	Ability to establish positive relationships with key stakeholders at all levels of the organisation and partners that generate confidence and respect The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate. A thorough appreciation, knowledge and understanding of the current issues facing local government. Possess a high degree of political sensitivity. A good understanding of the use of technology for the delivery of modern and streamlined services and processes.
Behaviours	
Trust	Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners and others. The ability to act as a role model, lead, manage, empower, nurture talent, and motivate employees. Self-aware and understands how own style and behaviour impacts on the performance of others.
One Team	The ability to communicate and gain ownership of a clear vision and direction. Demonstrate strong emotional intelligence and resilience. Successfully work with team members to achieve high performance and results.

Performance	Strong focus on outcomes. Proactive and tenacious in approach. Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery. To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development.
Innovation	Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively. Demonstrate the ability to adopt a creative and innovative approach to the role.
Customer	Demonstrate a strong customer focus. Demonstrate a strong personal commitment to quality and cost-effective public services, informed by customer and community involvement.
Other Requirements	Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade and influence others. Ability to attend meetings outside normal working hours. You may be required to attend off site meetings either by public transport, your own means of transport or if available, a council vehicle.

VALUES AND BEHAVIOURS

Everything we do is underpinned by our values and behaviours.

Customer

We will put the customer at the heart of everything we do, providing services that are tailored to the differing needs of our communities.



Trust

We are open and honest with each other and our customers, treating everyone with respect and taking responsibility for our actions.



Performance

We take pride in our work and celebrate our achievements. We will learn from our mistakes and always do what we say we will.



One Team

Working together as One Council, supporting each other and our partners to achieve better results for everyone.



Innovation

We will seek new ways of working – improving and changing to meet new challenges.



BENEFITS

We offer a wide range of benefits to our employees and detailed below are just some of the amazing things you can access, in most cases, from day 1 of your employment. Our primary aim is to support your wellbeing as well as providing value for money perks for you and your family.

Competitive Salaries

Through Local Pay arrangements, our salary rates are reviewed annually and benchmarked against market rates to remain competitive. In addition, we guarantee to meet the NJC award. Local Pay increases are applied at the 1st April each year and the NJC award is applied when agreed (backdated to 1st April).

Holiday



All employees receive the same leave entitlement of 28 days annual leave in addition to bank holidays and 2 additional statutory days. Currently the 2 statutory days facilitate the office closure over the Christmas and New Year period.

Agile Working



Our 'Ways of Working' allows our employees the freedom to manage their work and their working hours. For most roles, subject to service requirements, you choose when and where to work, leaving you with time to take care of things that matter to you.

We will provide you with the necessary ICT equipment to enable you to work in this way.

Learning and Development

We have an extensive learning and development programme called 'The Learning Tree'. All employees can access training regardless of their specific job role. We actively encourage our employees to develop their skills and encourage continuous learning to help shape their future.



We also offer Litmos our learning management system to support employee's personal development.

Collaborative Workspaces

Our ways of working are now designed for remote working, however if you need to work collaboratively or for personal wellbeing, need to work in an office-based environment, our buildings have been transformed into modern, high specification workspaces, with bookable desks, bookable parking and wellbeing space built in.



Perkbox – EAP (Employee Assistance Programme)



We offer our employees access to a fantastic online employee assistance programme full of benefits, wellbeing advice and assistance, feedback options and rewards and recognition as part of our total reward package.

High Street Discounts

From your first day you'll have access to a myriad of discounts on high street shopping, days out, insurance etc. etc. through partnerships with Perkbox and Kaarp.



Discounted Gym & Swim Membership

We have 4 leisure centres across the district, run by our partners Places Leisure, and discounted membership rates are available for individuals and their families.

Buying Annual Leave



As part of our continued commitment to supporting the health and wellbeing of our employees, this scheme allows employees to buy additional holiday entitlement.

LGPS Pension Scheme

You will become part of the Local Government Pension scheme which offers a career average pension on retirement. The LGPS scheme is one of the most generous schemes in the UK and some of the benefits include:

- A secured future income. You have the option when you draw your pension to exchange part of it for a tax-free lump sum.
- Flexible retirement from the age of 55 where you can draw part of all of the benefits you have accumulated helping you to ease into retirement.
- You have the freedom to choose when you draw your pension (between the age of 55 and 75).
- Death in Service benefit of 3x salary rate.

Green Car Salary Sacrifice Scheme

A salary sacrifice arrangement means you agree to give up the right to receive part of your gross salary in exchange for a brand-new car. The salary sacrificed is deducted before income tax and National Insurance resulting in tax savings on the benefit.



This scheme enables employees to have a new low emission car of their choice which is fully maintained and insured. In addition to having a new low emission car. The car is a company car for tax purposes and only cars with the lowest income tax charge have been included in the car scheme.

Cycling



We support our employees cycling to work and offer a full bike package to eligible employees. In addition to the HMRC approved cycle rate payment which is not subject to tax and National Insurance.

Stream

Stream is a financial well-being app that gives you access to a toolkit of fair, simple-to-use financial products and services that can help you feel more in control of your finances. This can be used for flexible pay, tracking and building your finances.

Professional Memberships



We support our workforce to claim back one professional membership per year. Professional memberships signify an individual's commitment to their profession and their dedication to ongoing learning and development.