

JOB DESCRIPTION



POST TITLE:	Member Services Officer
POST NUMBER:	DM02
GRADE:	F
RESPONSIBLE TO:	Member Services Manager
RESPONSIBLE FOR:	The post holder is not directly responsible for any other staff
LIAISON WITH:	Elected members, specifically Chairpersons, the Chief Executive, the Directors, other employees, key stakeholders, government departments and other public bodies and outside organisations.

Key Corporate Accountabilities:

To be responsible for all aspects of servicing allocated Committees, Sub committees, Working/Task groups of the Council to ensure that all meetings comply with relevant legislation, the Council's Constitution and local practices and procedures. To service other bodies as may be appropriate from time to time to ensure that the efficient and effective delivery of the Member Services function is maintained at all times.

Under the guidance of the Member Services Manager, provide one of the following specialist sections:

To plan, organise and deliver all the civic functions and ceremonial events required by the Council.

To act as Parish Liaison Officer and service requests from Town and Parish Council

Key Service Accountabilities:

Member Services Duties:

- ability to establish strong working relationships with councillors, senior officers and other key stakeholders;
- deal calmly with pressure and competing demands;
- assist the Member Services Manager ensuring that the Modern.Gov system is accurately updated and managed and liaise with the software providers;
- assist the Member Services Manager in the maintenance and development of relevant administrative procedures, practices and documents held by Member Services, such as the Constitution, procedure documents, training manuals and the Members yearbook;
- provide, and keep under review, an effective support service to Elected Members, such support to include updating the Members web pages on the Council's website and assistance with completing council policies on-line;
- provide advice and administrative support to the Independent Remuneration Panel including writing the Panel's report both annually and at each fundamental review and organising and managing the IPR recruitment process and ensure all necessary public notices are advertised;
- ensure that the authority has accurate, countersigned Register of Interests records for every Member of the Authority and all Town and Parish Councillors within the district and ensure these are available on the Council website and for public inspection;

- research, resource and deliver an effective annual programme of training for elected Members including delivering one to one and group IT training sessions and providing assistance and training for Members of council owned digital devices;
- research, resource and deliver an effective induction programme for new Members;
- deputise for the Member Services Manager as may be necessary in her absence; and
- undertake such other administrative work at a comparable level of responsibility as may be allocated to the post holder from time to time (for example the preparation of the Weekly Information Sheet for Members).

Committee Secretary Duties:

- responsible for the preparation of agendas, all preparatory work required before meetings, attendance at meetings as required, the recording of decisions, the preparation and finalisation of minutes, the distribution and communication of decisions, and dealing with all related correspondence;
- attend committee meetings, workshops and briefings ensuring that these run smoothly and that the proper procedures applying to each meeting are followed;
- ensure Committee meetings are accurately audio recorded and the recordings are uploaded to the website within the prescribed timeframes;
- arrange and attend Chair's pre-meetings, advise the Chair and Deputy Chair and senior officers on the matters for discussion at the Committee meetings and co-ordinate the preparation of final agendas and reports;
- communicate decisions, verbally and in writing, to interested parties (councillors, individuals and other bodies) and relevant items are referred to the Cabinet, Council, Leader and/or Chair, other Committees, Sub-Committees or bodies, as appropriate;
- undertake all necessary follow up actions following each meeting;
- ensure Committee procedure accords with relevant regulatory guidance;
- support Standards Sub Committees and the complaint system as a whole;
- ensure the effective management of work programmes for allocated Committees; and
- coordinate members of the public who attend council meetings to ensure that they are informed of the process and are able to participate in Public Questions.

The post holder will be expected to be "expert" on the work and functions of the appropriate Committees allocated to this post.

The post holder will be expected to have a working knowledge of the Authority's constitution and procedural rules and be able to provide accurate, authoritative support to Members and Officers

Civic & Ceremonial Duties:

- organise and manage the Annual Civic Service including liaising with dignitaries, caterers, clergy, booking venues and creating a seating plan and Order of Service. Attend on the day to ensure all arrangements are in place including the processional line of dignitaries.
- act as PA to the Chairman of the Council which involves receiving and replying to invitations on his or her behalf and organising the Chairman's diary;
- organise and arrange Honorary Aldermen ceremonies which includes the creation of a ceremonial booklet summarising their past achievements as an elected Member. Arrange venues, catering and the ceremonial procedure on the evening. Create, print and arrange for a formal scroll to be presented to the recipients;
- manage all Armistice Day and Remembrance Day events on behalf of the Council which includes liaison with Town Council's and the Royal British Legion, speech writing and the ordering and firing of maroons;
- act as the Council's "expert" on procedure & protocol in relation to the death of a Senior Royal. Attend national training seminars and networking events in order to keep the Council up to date with national changes and best practice . Provide advice and guidance to senior officers of the Council including the Leadership Team; and
- arrange ad hoc ceremonial events e.g. tree planting and world war commemorations. Write speeches and/or scripts for the Chairman and/or Vice Chairman. Create a programme where necessary;

Town & Parish Liaison Duties:

- develop and nurture close working relationships with all of the Districts Town and Parish Councils and ensure that the Council adhere's to the Parish Charter;
- maintain an accurate Town and Parish Clerk record and ensure any changes are published on the Councils website;
- provide advice and support to Town and Parish Councils in the role of Parish Liaison Officer ensuring that advice is compliant to current legislation;
- research and effectively communicate changes in legislation to assist Town & Parish Councils in understanding any changes to requirements and processes;
- research, produce and communicate a monthly Town & Parish newsletter which includes relevant information; and
- plan, organise and deliver the annual clerks meeting to include training and overview of relevant legislation;

Other Duties:

In order to deliver services effectively, a degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

Health and Safety:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

Risk Management:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

Data Protection:

It is the responsibility of the postholder to ensure the section's compliance with the requirements of the data protection legislation are met.

Safeguarding Children and Vulnerable Adults:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

*When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using [the government DBS Tool](#) that this role is required to hold a **Basic DBS level check**. The basis on which this form of DBS is renewed is explained further within our DBS policy which [can be found here](#).*

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

MEMBER SERVICES OFFICER

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	<ul style="list-style-type: none"> • Demonstrable experience of committee administration, or servicing similar meetings. • Association of Democratic Services Officers Certificate in Democratic Services (or willingness to work towards) • Good standard of English Language 	<ul style="list-style-type: none"> • NVQ qualification of equivalent. • Three years Local Government experience. • Knowledge of the law relating to meetings and District Authority functions generally. • Certificate in Local Council Administration (CiLCA) (or willingness to work towards)
Knowledge and Expertise:	<ul style="list-style-type: none"> • Sound knowledge and appreciation of the political process and issues facing Local Government. • Sound knowledge of Committee Administration. • Sound working knowledge of relevant local government law, practices and procedures 	<ul style="list-style-type: none"> • An understanding and appreciation of information technology and how it can be used to improve services. • Experience of working with Member Services. • Previous knowledge of the Modern.Gov software system
Skills:	<ul style="list-style-type: none"> • Expert level in all Microsoft packages including Word, Excel and Publisher • Ability to work within a political and Local Government framework and be sensitive to political issues. • Ability to write concise reports. • Ability and willingness to innovated and manage change in a positive fashion. • Excellent verbal and written communication skills. • Able to develop and deliver training programmes. • Able to appreciate and comprehend the significance of the matter in hand, exercise judgement and offer advice on matters which may prove extremely sensitive. 	<ul style="list-style-type: none"> • Ability to appreciate and understand changes in complex regulations.
Personal Attributes:	<ul style="list-style-type: none"> • Ability to form effective relationships with Elected Members, Corporate Management Team, Service Heads and other employees. • Energy, tenacity and determination to succeed coupled with the ability to work under pressure with a minimum of direction. 	

	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> • Ability to work accurately under pressure • Committed to equality of opportunity and understanding of diversity issues 	
Special Requirements:	<ul style="list-style-type: none"> • The post will involve regular meetings (including evening meetings). • The post will, at times, require the ability to meet competing demands. • You will be expected to work additional hours at peak election times and occasional evening meetings, for which time off in lieu will be given. 	

Date: December 2022