

Designation:	Democratic Services and Elections Officer
Grade:	Stroud 4 - £27,041
Responsible to:	Senior Democratic Services and Elections Officer
Service Area:	Democratic Services and Elections
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

Holder of or willing to study for the Association of Democratic Services Officers qualification
Minimum of 5 GCSE's (inc. Maths & English) or equivalent

EXPERIENCE

Experience of working as part of a team in a busy office environment
Experience of working with various office software packages
Experience of working in a customer facing role and able to deal efficiently and effectively with customers

SKILLS & KNOWLEDGE

An understanding of procedure and practice affecting local authority meetings and the Council's Constitution
Well developed planning and organisational skills
Ability to plan and manage a range of tasks to ensure tight deadlines are met
Clear thinking and pragmatic approach to administration with the ability to analyse and resolve complex problems
Excellent written and verbal communication skills
Proficient in the use of MS Office IT packages (Word, Excel)
Ability to produce high quality work pertinent to public meetings

PERSONAL ATTRIBUTES

Attention to detail.
Must be able to work within a team but also able to act on own initiative
Willing to learn and contribute to service improvements and take on extra duties & responsibilities as required

Patient, with the ability to remain calm and level headed under pressure and maintain high delivery standards

OTHER

Committed to working for an employer that values diversity and equality of opportunity

Attendance at evening meetings and out of hours working

Willingness to undertake any relevant training

DESIRABLE CRITERIA

EXPERIENCE

Experience of working in Democratic Services or Electoral Services

Experience of working within a political environment

Experience in organising and providing training in group situations

SKILLS & KNOWLEDGE

Proven ability to forward plan and take action to resolve issues accordingly

Experience of using committee management systems

PERSONAL ATTRIBUTES

Commitment to improve the service through dynamic thinking and innovative practices

Professional demeanour and appearance

CORE COMPETENCIES

Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant on your customer, using effective listening with the ability to persuade and influence where appropriate.

Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

Innovating

You will be able to seek better, more effective ways of delivering services.

Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.