

Democratic Assistant

Role Profile

Service:	Governance (Democratic) Team – Legal and Governance Services
Band:	Band 4
Reporting to:	Senior Democratic Officer
Responsible for:	No direct reports



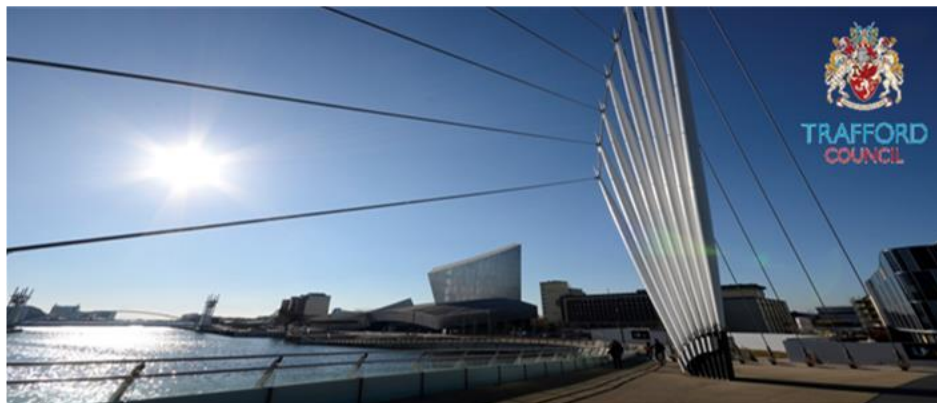
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Democratic Services team at Trafford Council supports the delivery of its core services, in particular the Council's decision-making framework, Committees, Overview and Scrutiny, School Appeals and the Mayor of Trafford.

Your Main Priorities

- Carrying out work under the supervision of a Democratic Officer, Senior Democratic Officer or Principal Governance Manager.
- Representing the Legal and Governance Team in the promotion of collaborative working across the Council and the maintenance of customer focus to achieve the highest quality results in all aspects of the work of the Legal and Governance Services.
- Supporting stakeholders by providing specialist and proactive democratic advice and assistance.
- Providing timely routine advice, assistance and representation to the Council, the Principal Governance Manager, Senior Democratic Officer, Democratic Officers and other colleagues within the Legal and Governance team.
- Providing support, assistance and representation to the Democratic Team and wider Legal and Governance Team as and when required to do so.

Key duties

- Carrying out activities, working flexibly across all specialist areas, in accordance with instructions provided by the Principal Governance Manager, Senior Democratic Officer and Democratic Officers.
- Providing a full range of day-to-day administrative support on core business activities across the Democratic Service, including (but not limited to) records management, digitalisation and retrieval, meetings support, equipment management and document redactions.

- Maintaining and managing up-to-date and accurate records, ensuring security of data within Council guidelines.
- As directed to, take conduct of and advise on routine, low level casework, queries or other matters, through a variety of communication channels.
- Developing and maintaining a knowledge and understanding of case management systems, other software systems and operating practices used across the Legal and Governance service, contributing to the development of the Legal and Governance service to ensure a high performing, compliant, high-quality and customer-focused service.
- Assisting and supporting training arrangements across the Legal and Governance service.
- Undertaking research on democratic issues as and when requested.
- Developing and maintaining a good level of knowledge and understanding of legislative and procedural requirements for one or more of the relevant governance areas(s) for which your team is responsible.
- Supporting the Principal Governance Manager and Senior Democratic Officer to promote collaborative working across the Council and maintain a focus on customer orientation and service quality.
- Developing and maintaining effective client relationships with partners and the Principal Governance Manager, Senior Democratic Officer, Democratic Officers and Head of Legal and Governance.
- Undertaking any other duties commensurate with the job grade that may arise as required.

About You

Qualifications and Professional Development

- Minimum of four GCSE grades C or above, including English Language or Literature, or qualifications at an equivalent level
- Commitment to personal and professional development

Experience and Knowledge

- At least two years' experience of working in a democratic or quasi democratic Local Government or similar environment, and conducting non-complex casework matters with supervision
- Knowledge and understanding of information governance procedures and data protection principles and how these should be embedded into operational practices
- Experience of using case management systems and other software systems in the completion of activities and tasks

- Experience of conducting research and understanding of research methods

Skills and abilities

- Ability to establish, develop and maintain excellent working relationships with all levels of management, colleagues and stakeholders and across organisational boundaries
- Capable of working on own initiative, or as part of a team, to plan, prioritise and organise own workload
- Excellent analytical skills, interpreting varied information and the ability to use initiative, develop and propose solutions, clearly articulating information and advice to non-specialists, presenting at meetings on relevant matters when required
- Strong attention to detail, with the ability to review and record information accurately
- Excellent organisation skills with the ability to prioritise and manage workloads to meet tight deadlines
- Ability to learn and share learning with others
- Ability to adapt to change, understanding and using new information quickly
- IT literate and competent to use specialist computer software for the purposes of time recording and general day-to-day activity

Special Conditions

- Unsocial evening work may be required

Date prepared/revised	New role – 25/09/2023
Prepared/revised by	D Sykes / L Shellabear
Job Evaluation	31/10/2023

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.