NEWTOWN AND LLANLLWCHAIARN TOWN COUNCIL

CYNGOR Y DREF Y DRENEWYDD A LLANLLWCHAEARN

JOB DESCRIPTION

JOB TITLE:	**DEMOCRATIC SERVICES OFFICER**
Post Number	NLTC0006
Location:	Newtown & Llanllwchaiarn
Grade	National Joint Council For Local Government Services - LC1A
Scale Point	13-17 - salary range based on 21 hours per week: £16,496 - £17,607, pay rise pending from 1 April 2026. (Full time equivalent salary range - £29,064-£31,022)
Hours per Week	Part Time, 21 hours per week, Monday to Friday. Some evening work is required.
Weeks per Annum	52
Accountable to	Democratic Services Manager
Accountable for:	None

JOB SUMMARY:

This post is a key element in support of the political management process. The post holder will assist the Democratic Services Manager to co-ordinate and facilitate the work of council, committees, and task and finish groups, by way of agendas and minutes preparations, Members' communications, information research and data gathering services, together with providing a responsive and pro-active support service to all members of council so as to ensure their changing needs continue to be met. The post holder will need to demonstrate professionalism, independence and resourcefulness.

The post holder will also be public facing contact for handling town council customer service enquiries, and assist visitors to the Tourist Information Point and greet visitors to the Robert Owen Museum .

Functional relationships:

Within the scope of the role, internally with all staff and councillors; externally with all partners, the community and business sectors.

KEY RESPONSIBILITIES:

1) Operational (as directed by the Democratic Services Manager)
   a) To provide a high standard of assistance to the Town Clerk's team of staff.
   b) To provide administrative support to the Mayor, Deputy Mayor, Committee Chairs and Members.
   c) To provide customer service desk duties including front desk telephone and electronically received routine inquiries.
   d) To assist members of the public with tourist information
   e) To prepare agenda and the collation of reports for council and committee meetings.

f) To take minutes of council, committees, and task and finish group meetings or other meetings between council bodies and external parties.
g) To issue notices of meetings, and minutes thereof, (including electronically) to all relevant parties.
h) To undertake research and preparation of reports, information discussion papers or other documentation for presentation at meetings and to prepare draft reports on behalf of committees and task and finish groups.
i) To liaise with Town Clerk and Chairs of meetings, and lead officers regarding content of agenda and advising on the appropriateness of items for inclusion.
j) To provide advice on procedural matters to committees and other working groups.
k) To be responsible for all administrative arrangements in connection with meetings.
l) To attend meetings as referred to above both during and outside normal office hours as may be required.
m) To assist, as directed from time to time, in the development and general updating of core documents including council's Standing Orders, Financial Regulations, Strategies, Plans and Policies.
n) To arrange and attend any public surgeries when members meet members of the public.
o) To co-ordinate and assist in any public consultation process.
p) To ensure that the links between the work of different committees and task and finish groups are properly identified and that other members of staff are briefed on the activities of each committee to ensure their work is joined up and properly co-ordinated.
q) To assist the Democratic Services Manager with the efficient operations of the council offices.
r) To assist with information management and archiving of town council documents

2) Personal development
a) To develop professionally by keeping knowledge, skills and networks up to date to ensure the efficient management of the council affairs.
b) To undertake such training as shall be directed by the Town Clerk or Democratic Services Manager.

3) Other
a) To undertake other duties as may be reasonably required by the Council so long as they are not inconsistent with any of the above, and commensurate to role and salary including assistance at meetings or civic and community events (which may take place during evenings and weekends) and taking into account the need for flexibility in working in a small organisation.
b) To provide support to and cooperate with other officers within the council as and when required and in particular during times of holiday and sickness.
c) To assist and co-operate with others on the operation of health and safety principles and practice as laid down in the Council's Health & Safety policies and arrangements.
d) To assist and co-operate with others on the operation of equal opportunities principles and practice as laid down in the Council's Equal Opportunities Policy.

Date prepared:	24.2.26
Prepared by:	Town Clerk

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PERSON SPECIFICATION

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Accountable for:	None

ESSENTIAL CRITERIA	**DESIRABLE CRITERIA**
Qualifications & Training • Education to National Qualification Framework Level 3 (A level or equivalent)	• Relevant Degree and/or appropriate professional qualification or demonstrable operational experience within a corporate environment
Knowledge and Experience • Experience of committee work – preparing agendas, reports and minutes • Business administration experience, including, report writing and general administration. • Experience of project management and supporting the delivery of programmes of service and change • Proven track record of supporting the delivery of projects and services • Strong administrative and clerical skills • Experience of dealing with members council and of the public in a busy and varied	• Previous service in local government, regulatory agency or equivalent at a sufficiently level to demonstrate operational ability and experience, showing knowledge of how local authorities or other large organisations operate • An understanding of public law and legal procedures • Experience relating to Health & Safety, Fire Safety and Risk Assessment • Experience in writing grant funding applications • Confident public speaking

environment and with tact and diplomacy • Knowledge of activities and attractions in Newtown and Mid Wales	• An understanding of the strategic issues facing Local Government in Powys and in Wales, and the ability to relate and positively contribute to these issues
Skills/ Abilities • Strong working knowledge of Microsoft Office suite of applications - Word, Excel, Access, Outlook Power Point • Excellent communication and customer service skills and a friendly and welcoming demeanour • Organisational and time management skills • A team player, supportive, self-motivated, flexible, and able to demonstrate commitment and to motivate others • Excellent interpersonal skills • Ability to develop partnerships comprising businesses, voluntary and community organisations • Ability to communicate information through websites, email and other online platforms	• Ability to provide objective advice to Councillors, Staff and others in a timely and coherent manner, including analytical report writing and analysis and presentational skills; • Ability to interpret complex matters and interpret them for more general non specialist listeners • Secure good working relationships with Councillors and other stakeholders.
Personal Characteristics • The ability to work flexible hours & not rigidly stick to a '9-5 routine' to include evenings and the occasional week-ends • Commitment to Equal Opportunities • Commitment to Health and Safety • Ability to travel around the county (the post may require travel around Wales)	• Willingness to engage with the community and acquire knowledge of the local area • Able to gain and retain the confidence of Councillors, local community representatives, outside organisations • Ability to greet and pronounce simple Welsh Language words and phrases

Date prepared:	24.2.26
Prepared by:	Town Clerk