

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate: Monitoring Officer's Directorate

Division: Democratic Services

Post No. & Job Title: Democratic Services & Complaints Officer
L14 & L68

Grade: Grade 7

Responsible to: Head of Democratic Services

Job Objective: To assist the Head of Democratic Services in the areas of democratic and member services with a dual focus in relation to the Council's committees and the Council's complaints processes.

Main Duties and Responsibilities

1. To draft agendas and reports for meetings, internal and external, attending such meetings, recording the proceedings as necessary and produce accurate formal minutes and notes.
2. To liaise with the Chairs of committees/cabinet and relevant officers, working groups etc in the preparation of agendas and the timing and arrangements for meetings.
3. To ensure that all legislative requirements relating to meetings including the prompt despatch of papers and the timely production of minutes are complied with.
4. To assist the Chairs in the conduct of meetings, follow relevant procedures to and provide guidance on constitutional matters when necessary.
5. To use the Council's ICT systems to produce agendas and publish appropriate reports onto the Council's website.
6. To deal with administrative matters arising from meetings relating to the Democratic Services function generally.
7. To maintain the statutory registers relating to elected members of the Borough Council and Town/Parish Councils.
8. To deal with enquiries from members of the Council, officers and the public regarding meetings.

9. To deal with enquiries from members of the public relating to their councillor.
10. To use relevant ICT systems in the production of documents and agendas and ensure that these are published to the Council's web site as appropriate. Specifically Modern.Gov through the report management process.
11. To deal with general administrative matters arising from meetings and relating to the Monitoring Officer's directorate generally.
12. To investigate complaints including interviewing chief officers, senior officers, other employees and external complainants and witnesses as appropriate to the circumstances respond to complaints submitted under stage 2 of the Council's complaints policy.
13. Administer complaints being investigated by the Local Government Ombudsman and prepare responses on behalf of the Council.
14. Review and update the corporate complaints system including dealing with the complainants, the Ombudsman and employees. To identify ways in which the Council's service may be improved out of consideration of the complaints.
15. Monitor a database of corporate complaints received. Prepare quarterly reports to GMT on the Council's performance in dealing with corporate complaints and provide statistics for the corporate plan and Key Performance Indicators.
16. Attend formal courses run by the Local Government Ombudsman and attend regular meetings of relevant forums.
17. Maintain a database of compliments received by the Council.
18. Maintain a database of whistleblowing reports.
19. Maintain database of complaints against members.
20. Draft such policies and procedures as are necessary to achieve the Council's equality standard and provision of efficient and effective services.
21. Conduct such liaison as is necessary, both internally and externally to assist the efficient performance of the job objective.
22. To provide training and guidance internally of complaint procedures / system.
23. To assist in carrying out the Overview and Scrutiny function.
24. To assist in the preparation for elections.
25. Carry out any other duties that are within the scope and grading of the post which could also be requested by the Head of Democratic Services or the Monitoring Officer.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is a politically restricted post. This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of the Democratic Services and Complaints Officer but should not be regarded as an exhaustive list of the duties that may be required.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

	Name	Signature	Date
<u>Job description written by:</u>			
Job description agreed by:			

Additional notes for JE/HR.