

BROXTOWE BOROUGH COUNCIL

PERSON SPECIFICATION

Democratic Services and Complaints Officer

Qualifications & Training	Essential/ Desirable	Measure
Educated to degree level or equivalent	D	1
Track record of continuous personal development	D	1

Knowledge & Experience	Essential/ Desirable	Measure
Experience of working within a democratic services function and dealing with constitutional matters	D	1,2,3
Experience of the cabinet model	D	1,2,3
Experience of working with elected members, senior council officers and representatives	D	1,2,3
Experience of implementing actions to transform cultures and practices	D	1,2,3
Performance management experience including the collation and interpretation of data	D	1,2,3
Experience of dealing with ethical standards issues	D	1,2,3
Experience of report and minute writing, recording decisions and forward planning of the decision-making process	E	1,2,3
Knowledge of the complaints process at local authority level	D	1,2

Specialist Knowledge	Essential/ Desirable	Measure
Knowledge of legislative framework in relation to local government constitutional arrangement and elections	E	1,2,3
Understanding Member Development Framework and Community Leadership role of elected members.	D	1,2,3
Knowledge of corporate working with a broad understanding of local authority business and how it links to decision making processes and procedures	E	1,2,3
Understanding of the local authority members Code of Conduct	D	1,2,3
Ability to draft constitutional rules and procedures and take forward changes to existing arrangements.	D	1,2,3

Personal Characteristics	Essential/ Desirable	Measure
Able to exercise political judgement and ability to foster positive working relationships	E	1,2,3
Able to negotiate effectively and work productively with members	E	1,2,3
Flexible approach to working practices and willingness to work on their own	E	1,2,3
Commitment to working as part of a corporate team in the delivery of corporate priorities and objectives	E	1,2,3
Excellent communication skills, including the ability to promote understanding to a variety of audiences using a variety of communication methods and media	E	1,2,3
Ability to set high quality goals and establish high standards that are demanding of self and others	E	1,2,3
Clear, collaborative leadership skills, including the ability to influence, innovate, negotiate and achieve objectives and plans	D	1,2,3

Skills & Abilities	Essential/ Desirable	Measure
Ability to motivate others	E	1,2
Excellent presentation skills	E	1,2
Highly proficient in the use of IT systems	E	1,2
Managing projects from conception to implementation	D	1,2
Identify issues and find solutions across a broad range of areas	E	1,2
Demonstrate competence in delivering customer focused services through effective engagement with service users	E	1,2
Ability to initiate and undertake activities that improve operational processes and practice and support the implementation of any related changes. Including new committee management systems	D	1,2
Excellent verbal, written, numeric & literacy skills with the ability to communicate complex information produce reports with good attention to detail	E	1,2
Ability to manage time effectively while under pressure	E	1,2
Demonstrate competence in delivering customer focused services through effective engagement with service users	E	1,2
Keen to develop own knowledge and skills to provide information to others to help their development	E	1,2

Skills & Abilities	Essential/ Desirable	Measure
High degree of personal integrity with clear commitment to confidentiality	E	1,2
Ability to maintain clear and concise records	E	1,2
Good planning, organisation and communication skills	E	1,2
Highly developed analytical and problem-solving skills	E	1,2
Political awareness and sensitivity	E	1,2,3

Measure:	1. Application form 2. At interview	3. Test
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	Name	Signature	Date
Person specification written by:	Jeremy Ward		25/06/2025__
Person specification agreed by:			__/__/__

Date of issue:

Additional notes for JE/HR.
