



Tavistock Town Council

Job Title Administrative & Democratic Support Officer

Location Council Offices, Drake Road

Reporting to Office & Finance Manager

Job Purpose - to provide co-ordinated reception/office, corporate/administrative and civic/democratic support services to the Council.

Key Responsibilities – to provide the following services:

General

1. To provide administrative, secretarial and corporate support services including those of a general office and administrative nature including but not limited to:
 - i) reception and customer facing services;
 - ii) database management and record keeping;
 - iii) audio typing/mail merges;
 - iv) stationery ordering and monitoring of stock levels;
 - v) and maintenance of associated equipment and systems.
2. To assist in the delivery of Council projects and initiatives and to provide support to other departments as/when necessary.
3. To make effective use of information technology – in particular office software (such as Microsoft Office) and support the Council's Internet and Social Media presence.

Democratic/Civic Ceremonial

4. To support the democratic process including:
 - i) the preparation and issuing of agendas, related documents and associated matters and attendance at meetings, (some of which will be in the evening) when required, for minute taking purposes in accordance with the law and good practice;
 - ii) the maintenance of documents, systems and records associated with the democratic process;
 - iii) serving as a point of contact for Councillors on democratic matters.
5. To assist with the organisation, co-ordination and delivery of Civic, Ceremonial, Mayoral and other events and activities, some of which may not be during normal working hours.

6. To provide related secretarial and support services, including advice on the discharge of the civic function, to all aspects of the Office of Mayor including, in particular, acting as first point of contact, diary management, town twinning and relations with stakeholders.

NOTE - in relation to the above tasks it is expected that the post holder will seek advice from senior colleagues as necessary.

Other

7. To undertake training relevant to the duties of the post including the attainment of a relevant professional qualification such as the ADSO Certificate in Democratic Knowledge, or other alternative Council approved professional qualification, if not already held at the time of appointment.
8. To undertake as required duties of a general financial nature, including assisting with those related to the receipt and banking of monies, together with the maintenance of appropriate and accurate financial records on behalf of the Council.
9. To undertake such other duties as may be required from time to time and as are commensurate with the grading of the post.