



Job Profile

JOB TITLE:	Assistant Democratic Services Officer (ADSO)
GRADE:	Career Grade Scale 3 to Scale 5
POST NO:	31162
JOB TIER:	5
DBS CHECK:	None
GROUP:	Chief Executive's Office
SERVICE:	Democratic Services

REPORTING STRUCTURE

Reports to:	Senior Democratic Services Manager (and day-to-day to Senior Democratic Services Officer)
Direct Reports:	none
Indirect Reports:	none

ROLE PURPOSE:

- Supports and administers a range of core committee and decision-making meetings of the Council, such as petition hearings
- Provides guidance and assistance to Councillors, officers and residents on local democratic processes, maintaining professionalism and impartiality in a political environment.
- Develops skills in meeting administration, minute-taking, research, and use of digital technologies and committee management systems.
- Engages with residents through petitions, enquiries and communication channels, ensuring a high-quality democratic experience.

- Contributes to continuous improvement, service development and transparency in Council decision-making.
- Leads on aspects of service innovation and our continuing use of new digital technology and AI to streamline democratic processes and make them even more efficient and accessible.

A. Job Description

1. People Management

- Scale 3 - No direct supervisory responsibility.

2. Resident & Community Contribution

- Demonstrate strong customer care in line with the Council vision of “putting our residents first.”
- Support the Council’s petitions scheme and other engagement tools, ensuring residents can access and understand democratic processes.
- Maintain awareness of current Borough issues, local government activity and community concerns that will impact on the role.

3. Operational Service Delivery (main duties)

For scale 3, the main duties are:

- Respond proactively to enquiries from residents regarding their elected representatives, support Members, officers and external organisations regarding meetings, decisions and democratic processes
- Oversee a range of other essential core democratic functions and tasks, including the development of the Annual Programme of Meetings, Annual Scrutiny Report and the co-ordination of resident petitions.
- Assist the wider Democratic Services Team with research, information gathering, website updates and democratic engagement initiatives
- Ensure compliance with Council policies including health and safety, equality, safeguarding and data governance.
- Support a high-quality review of formal reports for decision by Cabinet Members and Officers against corporate and constitutional requirements, their issuing and publication – and subsequent preparation of the minutes of those decisions and public access to them for transparency
- Develop skills and competency in core technologies, which include):
 - the Council’s committee management system (modern.gov)
 - Digital and Microsoft Office technologies, including SharePoint
 - AI and strictly applying human verification to such use.
 - YouTube live broadcasting for council meetings / Hybrid meeting technologies

For scale 4, in addition to the above:

- Following training and shadowing, clerk and administer to a high standard allocated official council and committee meetings: arranging dates, preparing agendas, reviewing reports, attending meetings.
- Advising others on procedure and supporting Chairs and Members.
- Taking accurate minutes of meetings and distributing efficiently.

For scale 5, in addition to the above:

- Provide trusted advice and guidance to Members and officers on a broad range of democratic processes, including formal meeting procedures, decision-making with a solid understanding of all relevant parts of the Constitution.
- Lead on democratic corporate projects on behalf of the wider team.

4. Service Planning & Development

For scale 3:

- Maintain awareness of team plans and understand own contribution to service objectives.
- Contribute to service planning, putting forward ideas and suggestions.

For scale 4:

- Support corporate or service projects appropriate to the level of the role, contributing ideas and supporting delivery.

For scale 5:

- Leading on democratic projects appropriate to the level of the role, working with colleagues and stakeholders to stipulated timelines and contributing ideas to improve service delivery and to help develop the team.

5. Financial & Resource Management

- Demonstrate cost-consciousness and identify opportunities for more efficient working.

For scale 4 and 5:

- Contribute to ideas that identify opportunities for efficiencies within the service.

6. Continuous Improvement

- Assist with both resident direct contact (physical and phone) and also resident digital engagement, in the Council's democratic processes.

- Identify opportunities to improve administrative processes or resident experience.
- Whilst on-the-job training will be provided, take responsibility for ongoing personal development and training.

7. Contacts

Internal	External
Leader and Cabinet All Councillors Corporate Management Team Officers at all levels within the Council Democratic Services staff	Residents Members of the public A variety of external organisations both local, regional and national such as London Councils, partner organisations, interest groups, residents' associations etc...

8. Additional Responsibilities & Requirements

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management or requested by the Senior Democratic Services Officer and Senior Democratic Services Officers.
- It is important to note that over time, this role will require supporting some evening meetings during weekdays, but such time is offset by TOIL enabling flexible working hours
- Being part of the Democratic Services team requires attendance in the office (Civic Centre, Uxbridge) on most days each week, particularly in the first months of training, to be able to support Councillors at the Civic Centre and for effective cross-team communications. Working from Home (WFH) is permitted and flexible, but subject to service needs.
- The postholder will also have the opportunity to be involved in supporting local, regional and national elections, managed by the Council.
- The role is politically restricted.

9. KEY PERFORMANCE INDICATORS

- Timeliness and accuracy of minutes, agendas and decisions.
- Meeting legal deadlines for agenda publication
- Resident satisfaction with democratic processes.
- Completion of work tasks within agreed timeframes.
- Contribution to service improvement and personal development goals.

B. Person Specification

Assistant Democratic Services Officer

This person specification will be used for recruitment to the **Assistant Democratic Services Officer** vacancy in Democratic Services, London Borough of Hillingdon.

Important

This person specification should form the basis of your response and will be used in our assessment on your application form. Candidates will also be assessed against aspects of this person specification at interview and/or testing:

1. QUALIFICATIONS	Scale 3 (essential - minimum requirement)	Scale 4	Scale 5
A-Level or Level 3 qualification or higher	✓	✓	✓
Willingness to study towards a relevant professional qualification	✓	✓	✓
Existing study in local government, public administration, governance or related fields.		✓	✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS			
The role will require supporting evening meetings, with such time offset through TOIL and flexible working arrangements. The postholder will be expected to attend the office on most days of the week (particularly from the outset), with working from home permitted subject to service needs.	✓	✓	✓
Demonstrated interest in democratic services, governance or local democracy and how local government works.	✓	✓	✓
3. EXPERIENCE			
Experience working in an administrative environment handling enquiries, with the ability to write clearly and use English accurately and professionally in written form.	✓	✓	✓
Experience supporting meetings or note-taking.		✓	✓
Experience of supporting on projects		✓	✓
Experience of undertaking and leading on projects, managing deadlines and liaising with stakeholders			✓
Experience of mentoring and supporting team members			✓
Customer service experience.		✓	✓
4. KNOWLEDGE & SKILLS			✓
Excellent skills and proficiency in core Microsoft business software and applications e.g. Word and Excel, Outlook, Calendar and SharePoint	✓	✓	✓

Ability to communicate clearly, politely and professionally in writing and in person at all levels of the organisation and with residents.	✓	✓	✓
Ability to communicate processes clearly to a range of audiences and to influence decision-making in line with the constitution		✓	✓
In depth knowledge of constitution and its application in order to advise Members			✓
Ability to undertake research and analysis of information.	✓	✓	✓
Strong organisational and time-management skills; ability to prioritise workload	✓	✓	✓
Ability to work independently and as part of a team.	✓	✓	✓
Willingness and ability to learn new tasks, systems, and procedures.	✓	✓	✓
5. COMPETENCIES			
'Putting Our Residents First' . Delivers the Customer Care Promise; is welcoming, helpful, polite and respects every customer. Engages and empathises and takes ownership. Gives clear information about service standards and timescales.	✓	✓	✓
Aware of Local Government purpose and adopts a 'One Council' perspective on service delivery. Treats customers and colleagues with dignity and respect.	✓	✓	✓
Engages with the Council's vision and priorities and takes 'One Council' view. Actively listens and contributes to team meetings and decisions..	✓	✓	✓
Takes responsibility for own development & wellbeing. Encourages constructive feedback, is self-aware of own wellbeing and development needs. Actively participates in learning activities and applies new knowledge and skills in the workplace.	✓	✓	✓
Plans, prioritises & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative).	✓	✓	✓
Considers financial implications of service delivery. Cost-conscious, and aware of budgetary controls and escalates decisions where appropriate.	✓	✓	✓
Solution focused, challenges existing practices and suggests new ways of doing things. Willing to try new things, accepts responsibility and learns from own mistakes.	✓	✓	✓
Remains positive and engages with change and service improvement. Remains open-minded to new ideas.	✓	✓	✓

Organisational chart (August 2026)

