**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Democratic Services Manager | **Grade**: PO5-PO6 |
| **Section:** Democratic Services – Richmond and Wandsworth | **Directorate:** Chief Executive’s Group |
| **Responsible to following manager:**Head of Governance or Deputy Head of Governance, as appropriate | **Responsible for following staff:**Democratic Services Officers x 2 or 3 |
| **Post Number/s:** | **Last Review Date:**July 2017 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

The post has a key role working with elected Members, Directors and senior managers across the council to ensure that council decisions are undertaken in a timely manner and in accordance with legal requirements.

The purpose of the post is the planning and co-ordination of the committee process and the management of related administrative matters in respect of Executive, Regulatory, Overview & Scrutiny Committees and other bodies of the Council, as allocated. The postholder must also ensure compliance with the Constitution, corporate standards, statutory and like provisions and provide guidance and supervision of other team members as required. The postholder will also develop, apply and advise on the use of ICT within Democratic Services.

**Specific Duties and Responsibilities**

1. To lead on the co-ordination, control, planning, conduct and execution of Committee, Sub-Committee and Task Group business, as allocated, in consultation with Chairmen, other elected Members, Directors, and others. This will involve:
* co-ordinating information from different departments,
* maintenance of the Forward Plan and other allocated work programmes
* organising agendas
* writing reports
* maintaining attendance records for councillors
* publishing minutes and recording decisions of all meetings serviced by the Section, for use by Councillors, Officers and the public via Council’s intranet and internet sites
* monitoring action on decisions taken by these committees.

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1. To advise and guide Councillors, Directors and Officers on the operation of the Council’s decision making arrangements to ensure the Executive, Scrutiny, Regulatory and Quasi- Judicial functions operate efficiently and effectively, requiring detailed knowledge of the democratic arrangements in the Council.
2. To advise chairmen, councillors and officers on the interpretation of the Constitution, Standing Orders and other procedural matters.
3. To keep abreast of statutory changes and legal updates relating to the council’s governance.
4. Manages two or three Democratic Services Officers, directing, supervising and evaluating their work.
5. To provide operational and motivational leadership of staff across the team, providing a visible presence to the workforce and promoting a good working environment and provide guidance for more junior colleagues to develop their understanding of the legal framework for governance matters.

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1. To guide and advise report authors on the content of their reports to ensure that decisions are made by the correct decision making body of the Authority in accordance with the legal and procedural requirements.
2. To build and maintain positive and productive working relationships and communication with officers, members and stakeholders, including ensuring prompt notification of Committee decisions and action to be taken, operation of call-in timetable and monitoring of outcomes.
3. To provide high quality, non-political support to Members including advising on a range of issues including Executive Matters and Procedures, Declarations of Interest, Council procedural matters such as motions and amendments and negotiating between Elected Members and political groups.
4. To maintain the Register of Interests on behalf of the Monitoring Officer and the Leader’s Forward Plan on behalf of the Head of Governance or Deputy Head of Governance.
5. To contribute as a senior governance practitioner to the development and implementation of good governance, transparent decision making and strong accountability across the Council.
6. To develop and implement the use of new technology to improve the democratic process and service delivery; personal and team performance; and to ensure that relevant information is available on the Intranet/Internet within statutory and agreed deadlines.
7. To assist with the Council’s Member Induction and Development Programme and help organise and participate in training courses for other Council departments.
8. To assist as required with performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
9. To support ways of working that ensure residents and stakeholders are actively engaged in the future of the function and are able to influence decision making.
10. Deputise where appropriate for the Head of Governance or Deputy Head of Governance.

**This is a linked grade post with progression criteria as follows**

**At the PO5 level**

* Able to perform the full duties of the post with weekly supervision/input from the Service Head.

**At the PO6 level**

* Able to perform the full duties of the post with minimal supervision/input from the Head of Service.
* Demonstrable track record of strong performance in the job with specific reference to:
* Drafting of more complex reports to research and write
* Delivering training and briefings to Members and senior officers
* Responsibility for specific tasks/projects by the Head of Democratic Services which help to develop the service
* Deputise in full for the Head of Governance or Deputy Head of Governance
* Shows significant evidence of collaboration across both Councils’ Democratic Services team, as appropriate, leading to closer working and alignment of practices with greater efficiency and / or resilience as the demonstrable outcome.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

Staff - The postholder will manage two or three Democratic Services Officers, as directed.

Ability to attend evening meetings – the postholder will be expected to attend evening meetings and may be required to provide cover for others, occasionally at short notice.

Flexibility and ability to work across both Boroughs – Although the main place of work will be either Wandsworth Town Hall or York House/Civic Centre in Twickenham, the postholder may be asked to work at the other main place of work on special projects or to assist colleagues to maintain capacity and resilience across the Chief Executive’s Group.

Postholder may be asked to provide supervision and guidance for junior colleagues on governance matters in either council.

The postholder may also be required to manage the delivery of governance projects through cross-departmental teams which may include officers in grades senior to this post

 **Current team structure**

**Person Specification**

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**Our Values and Behaviours[[1]](#footnote-1)**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Detailed understanding of the application of law and practice for the management of meetings and decision-making models | A and I |
| Knowledge of governance software applications and the ability to assist Members to develop their use of ICT. | A and I |
| **Experience**  |
| Experience of democratic processes and committee management in a local authority or in another complex and accountable organisation | A |
| Experience of managing a small group of staff, with positive outcomes. | A |
| Experience of using standard IT packages and ability to support others in their day-to-day use. | A |
| Experience of supporting the implementation of service initiatives and changes in working practices.  | A |
| Experience of managing complex governance projects  | A |
| **Skills**  |
| Ability to communicate effectively orally and in writing and work co-operatively with colleagues, outside agencies, elected members and senior managers. | A and I |
| Ability to demonstrate skill in working in a political environment including managing complex issues. | A and I |
| Ability to self-motivate, work well under pressure and to take responsibility for the efficient discharge of a full workload through techniques such as prioritisation of conflicting demands and effective time management. | I |
| A team player able to contribute to the wider aims of the service, willing to challenge and contribute appropriately to the business of meetings. | A and I |
| Skills in negotiating and leading on project activity with a wide range of senior officers, elected members and stakeholders to ensure compliance with legal requirements and the effective delivery. | A and I |
| Ability to supervise team members through development of objectives and targets for performance and career development | A and I |
| **Qualifications**  |
| Degree (or equivalent Certification demonstrating professional experience in governance including ADSO Diploma, ICSA) | A and C |

**A – Application form/ CV**

**I – Interview**

**T – Test**

**C – Certificate**

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)