

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Democratic Services Manager	Grade: PO5-PO6
Section: Democratic Services – Richmond/ Wandsworth	Directorate: Chief Executive's Group
Responsible to following manager: Deputy/Head of Governance	Responsible for following staff: Democratic Services Officers x 2 or 3
Post Number/s: RWC0180 /RWC0181 RWC0170/RWC0171	Last Review Date: October 2019

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

Under the leadership and direction of the Head/Deputy Head of Governance, the postholder will have responsibility for the effective delivery of the Council's governance processes, primarily decision-making arrangements involving elected Members. The postholder will manage a small team and work closely with directors and senior managers to ensure that decisions are made in accordance with legal requirements and in a timely fashion. This includes a key role in servicing a range of meetings (committees, sub-committees, working parties, etc.) and delegated decision mechanisms. The postholder will provide reliable advice and support to Members and others as necessary to ensure that all procedures conform to the requirements of relevant legislation and the Council's Constitution.

The postholder must ensure compliance with the Constitution, corporate standards, statutory and other 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 and digital processes within Democratic Services. The postholder will contribute as a senior governance practitioner to the development and implementation of good governance, transparent decision making and strong accountability across the Council.

Specific Duties and Responsibilities

1. To lead on the co-ordination, planning, and execution of committee, sub-committee and working group business and to support each Council's approach to the delivery of the Overview and Scrutiny function as required, in consultation with chairmen, elected Members, directors, and others. This will involve:
 - co-ordinating information from a number of directorates,
 - overseeing and maintaining the Forward Plan and other allocated work programmes
 - organising agendas
 - drafting reports
 - maintaining attendance records for councillors
 - drafting/publishing minutes and recording decisions of all meetings serviced by the Team, for use by councillors, officers and the public via the Council's intranet and internet sites
 - monitoring action on decisions taken by these committees
 - facilitating the planning and programming of any Overview and Scrutiny work, including the arrangements for any Scrutiny working groups. Attending meetings, researching issues and drafting reports
2. To advise and guide councillors, directors and officers on the operation of the Council's decision making and governance arrangements. To ensure the governance model adopted by each Council (Executive Arrangements/Committee System) operates efficiently and effectively. The postholder will be required to have a detailed knowledge of the democratic arrangements in the Council.
3. To advise chairmen, councillors and officers on the interpretation of the Constitution, Standing Orders and other procedural matters.
4. To keep abreast of statutory changes and legal developments relating to the Council's governance.
5. To manage the School Appeals Service (school admissions and permanent exclusion reviews) including, where necessary, arranging and servicing appeal hearings and associated work.
6. To manage two or three Democratic Services Officers, directing, supervising and evaluating their work and providing guidance and support as needed.

7. To provide operational and motivational leadership of staff across the team, providing an accessible presence and promoting a positive working environment. To provide guidance and support to staff to develop their understanding of the legal framework for governance matters.
8. To guide and advise report authors on the content of their reports to ensure that decisions are made in accordance with the Council's Constitution and in accordance with any other relevant procedural requirements.
9. To build and maintain positive and effective working relationships/ communication with officers, Members and stakeholders, including ensuring prompt notification of committee decisions and action to be taken
10. To provide high quality, non-political support to Members including advising on a range of governance 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.
11. To maintain the Register of Interests on behalf of the Monitoring Officer and the Forward Plan.
12. To undertake project work as directed by the Deputy/Head of Governance.
13. To develop and implement the use of emerging 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.
14. To assist with the Council's Member Induction and Development Programme and help organise and participate in training courses for other council directorates.
15. To assist as required with performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is central to service delivery and innovative and creative solutions are evaluated to secure the highest quality and value for money.
16. To support ways of working that ensure residents and stakeholders are able to actively engage/ influence decision making.
17. Deputise where appropriate for the 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 Deputy/Head of Governance.

At the PO6 level

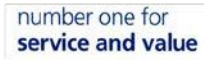
- Able to perform the full duties of the post with minimal supervision/input from the Deputy/Head of Governance.
- Demonstrable track record of strong performance in the job with specific reference to:
 - Drafting of complex reports
 - Delivering training and briefings to Members and senior officers
 - Responsibility for specific tasks/projects allocated by the Deputy/Head of Governance which help to develop the service.
- Deputise in full for the Deputy/Head of Governance
- Show significant evidence of collaboration across the SSA, 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 Richmond and Wandsworth.
- 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.



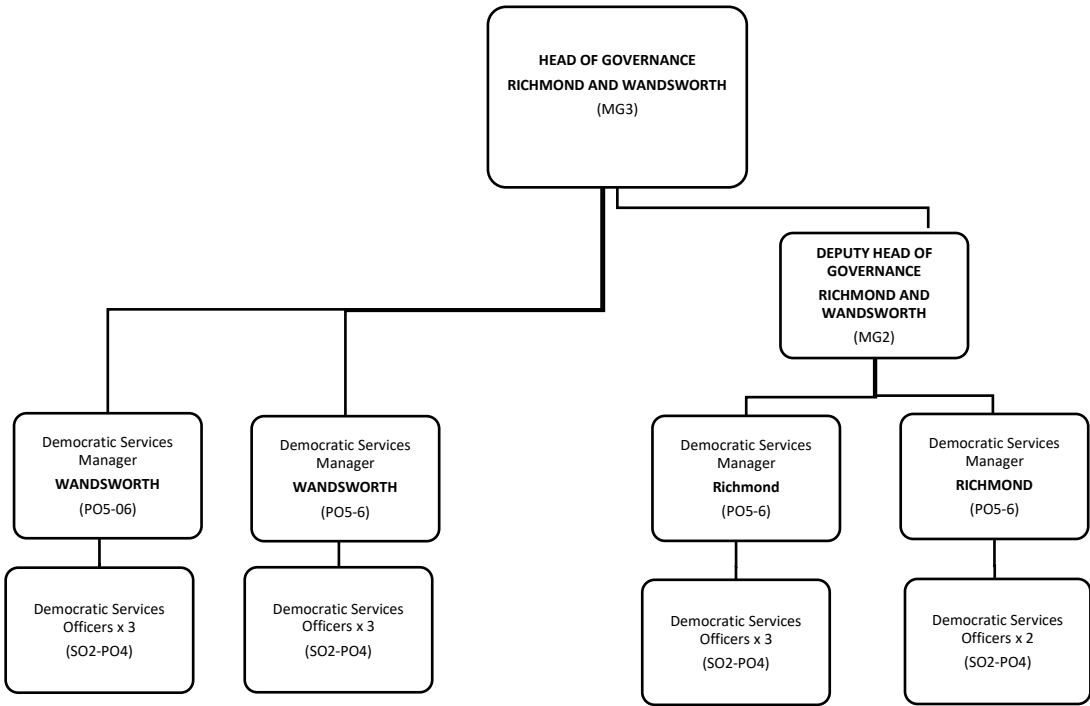
Ability to attend evening meetings – the postholder will be expected to attend evening meetings and may be required to provide cover for others, occasionally at short notice.

Flexibility and ability to work across both Boroughs – Whilst 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.

The postholder may be asked to provide supervision and guidance to other 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



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Our Values and Behaviours

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 –

- Being open

Being open means we share views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

- Being supportive

Being supportive means, we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

- Being positive

Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

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 + I

Knowledge of governance software applications and the ability to assist Members to develop their use of ICT.	A + I
Experience	
At PO5: 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 ICT packages and ability to support others in their day-to-day use.	A
At PO6: Experience of supporting the implementation of service initiatives and changes in working practices.	A
Experience of managing complex governance projects including research, analysing, interpreting and managing data and producing evidence based conclusions.	A
Skills	
At PO5: Ability to communicate effectively orally and in writing and work co-operatively with colleagues, outside agencies, elected members and senior managers.	A + I
Ability to demonstrate skill in working in a political environment including managing complex issues.	A + 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 + I
Ability to supervise team members through development of objectives and targets for performance and career development	A + I
At PO6: 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 + I
Ability to present complex issues, reports and legislative requirements to a range of audiences, including during formal meetings using a variety of delivery and presentational methods.	A + I
Qualifications	
A degree or equivalent/significant experience in a governance field.	A + C
Degree (or equivalent Certification demonstrating professional experience in governance including ADSO Diploma, ICSA)	

A – Application form/ CV

I – Interview

T – Test



C – Certificate