

Role Title	Democratic Services Team Leader
Job Family	Leadership and Democracy, Governance and Law, Resources
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO4
Purpose	
<p>This post is responsible for coordinating and managing the work of the Democratic Services team to ensure that all formal Council Committees and meetings are serviced appropriately and that the Council's Member-led decision-making arrangements are operating efficiently and effectively.</p> <p>To ensure the service complies with relevant legislation, regulations, and policies.</p>	

Generic Accountabilities	End Result/Outcomes
To manage the performance and service delivery of the team	<p>An environment of excellent service delivery is created in line with Mission Waltham Forest, where work is completed on time and of a high quality</p> <p>Innovative and creative solutions are provided to any challenges that arise</p> <p>Priorities are understood across the breadth of the team and are managed with a flexible and adaptable approach.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional, statutory and legal compliance is assured.</p>
To lead and manage staff development ensuring appropriate behaviours and alignment to the organisation values	<p>To maintain an understanding of team training needs and contribute to a service training and development plan</p> <p>To undertake regular performance and development conversations with all Team members as part of check ins Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
To represent Democratic Services and prepare and present reports and briefings as necessary at meetings.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>Deputise for Head of Service when required.</p>

<p>Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.</p>	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
<p>Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.</p>	<p>Service reputation maintained or enhanced.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice shared and promoted.</p> <p>Ensure delivery of strategic priorities delivered in a way that promotes good governance.</p>
<p>Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.</p>	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
<p>Lead projects or improvement programmes, or contribute to the delivery of larger projects</p>	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
<p>Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.</p>	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
<p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p> <p>Contribute to budget planning as required.</p>	<p>Service / business plans reflect input.</p>
<p>Quality check documents, decisions and / or presentations before delivery</p>	<p>All work meets the required standards</p>

Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
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Job Specific Accountabilities:	
To co-ordinate, manage and develop a team of Democratic Services Officers whilst carrying out their own duties.	<p>Effective, efficient, and customer focused delivery of high-quality support to the Council's decision-making processes.</p> <p>To plan and manage the work of the team to deliver quality service, reviewed in regular team meetings.</p> <p>To ensure all staff have objectives and performance targets set on an annual basis and regularly reviewed.</p>
<p>To ensure that meetings comply with statutory and best practice requirements and meet the highest service standards.</p> <p>To ensure the highest quality clerking service and procedural advice to all meetings serviced by the Democratic Services team.</p>	<p>Council's decision-making arrangements are effective and compliant with statute and Council's Constitution.</p> <p>Accurate and timely production of agenda, minutes, reports and statutory notices and correspondence.</p> <p>To ensure that decisions made and recorded at meetings are accurate, clear and comprehensive, and meet agreed standards.</p> <p>To communicate effectively with all stakeholders on matters concerning the Council's decision-making processes.</p>
To maintain an understanding of policy and service issues in national, regional and local context relevant to the service.	<p>Advice is relevant and up to date</p> <p>Councillors and officers have regular information about changes at a local, regional and national level which may affect their areas of work and responsibility.</p>
To maintain oversight of the Democratic Services function, to provide or ensure provision of appropriate support to all committees, including but not limited to Cabinet, Council and Audit and Governance Committee.	<p>All meetings are fully supported.</p> <p>Utilising team resource where most appropriate.</p> <p>Maintaining responsibility of own committee support as well as those of the team.</p>
To provide or ensure provision of appropriate support and guidance to Overview and Scrutiny Committees, leading on Coordinating Scrutiny Committee to support the development of an effective scrutiny function.	<p>Scrutiny function is fully supported.</p> <p>Service improvements are made to enhance the performance of the Scrutiny function.</p>

To provide procedural advice at meetings to Chairs, Councillors and senior managers on the Council's decision-making processes as set out in the Constitution.	Having the confidence of senior figures. Expert opinion, advice, support and interpretation.
To undertake all duties of the Head of Service when deputising for them	Sound knowledge of strategic goals. Support the Head of Service to continuously promote and improve service area.
To draft committee, Cabinet, Council or other working group reports as appropriate.	Information is appropriately recorded and dealt with efficiently

Nature of Contacts

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions. To represent the Council and the Service in all interactions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations and during evenings to ensure support of meetings.

Reports to Head of Democratic Services.

This post is politically restricted.

Resourcing

Budget Responsibilities: None.

Supervisory Responsibilities: x5 PO2 Democratic Services Officers

Knowledge, Skills and Experience

- Minimum 3 years' experience of either committee management, overview and scrutiny or policy work in a public sector or similar organisation.
- A good understanding of the issues facing local government and the way in which local government operates.
- Strong understanding of committee procedures, scrutiny and regulatory functions within a local authority setting.
- Excellent knowledge of local government law, decision-making processes and governance best practice, including Council, Cabinet and Committee functions and the role of members.
- Proven ability to lead, manage, and motivate a team in a high- pressure environment. Inspiring staff with a "quality" approach towards everything they do and a philosophy of continuous improvement.
- Excellent problem-solving skills and the ability to support operators and senior operators in their tasks and decision-making, only escalating to the line manager if you are unable to resolve the issues within the team.
- To facilitate an environment where individual Team members can thrive and positively contribute to service improvement and mission Waltham Forest.
- Experience of people management, following organisational HR policies and procedures
- Experience of managing Stakeholder relationships, internal and external. Proven ability to develop relationships to enhance service delivery
- Excellent verbal and written communication skills, with the ability to draft clear reports, minutes and procedural guidance.
- Ability to work flexibly in a pressurised political environment.
- Ability to work in a context of complexity and ambiguity and deal with conflicting demands.
- Highly developed organisational and planning skills and the ability to work independently.
- Good knowledge of the Modern.gov Committee Software System and an understanding of how other software and electronic tools can support efficient and transparent decision making.

Indicative Qualifications
Degree or equivalent or vocational qualification in relevant subject or area
Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.