

Role Title	Head of Democratic Services
Job Family	Leadership and Democracy, Governance and Law, Resources
Competency Level	Senior Manager
Pay Scale	PO8
Purpose	
<p>To lead, plan, develop and deliver an expert professional Democratic service. To support the development, management and delivery of Council services. Manage staff responsible for service delivery / support within the service area. To ensure the Council maximises service outcomes in relation to cost.</p> <p>To be responsible for the delivery of political governance services, scrutiny and support to political groups.</p>	
Generic Accountabilities	End Results/ Outcomes
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>External inspections are managed effectively.</p> <p>Service delivers excellent customer service.</p>
<p>Manage responses to complex professional or politically sensitive issues within the area of responsibility.</p> <p>Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Major issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>

	<p>Customer outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>
Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
Ensure the development and delivery of continuous improvements in all aspects of the service.	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>

Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>
Implement a risk management programme and advise on issues affecting Council service areas.	<p>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
Ensure the successful implementation of health and safety legislation, policies and practices.	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
Job Specific Accountabilities:	
Ensure that meetings comply with statutory and best practice requirements and are managed in such a way that the highest service standards are ensured	Procedural advice is provided at meetings by the Democratic Services team to Chairs, Councillors and senior managers on the Council's decision-making processes as set out in the Constitution.
Ensure that decisions made at meetings are accurate, clear and comprehensive, particularly in relation to major policy issues and regulatory matters, and that minutes are prepared and published in accordance with set Performance Standards.	<p>Decisions are well written and unambiguous and are published in a timely manner.</p> <p>Minutes are accurate, concise and published in a timely manner.</p>
To provide appropriate and timely advice to officers, directorates, Councillors and the public on the operation of the Council's political	Reports are well-written, clear and transparent.

<p>decision-making, committee processes and the law, constitution and conventions governing its operation.</p>	<p>Decisions are taken within the Council's constitutional and legal requirements and decision-makers are properly informed.</p> <p>Access to information is properly handled and transparent to members, the public and other stakeholders.</p> <p>Officers, members and members of the public are supported through complex or contentious matters with tact and sensitivity.</p>
<p>To develop and maintain the Council's constitution in consultation with the Chief Executive, Monitoring Officer, Constitution Working Group and other members.</p>	<p>The constitution is kept up-to-date and conflicts identified and resolved.</p> <p>The constitution reflects the latest best practice in local government and legislative requirements.</p> <p>Officers and members are properly consulted on any changes.</p>

Nature of Contacts

Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.

Procedural Context

Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.

Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.

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

The post will report to the Assistant Director, Leadership and Democracy.

This post is politically restricted.

Key Facts and Figures

Enable others to understand changes and developments in relevant area and learn new processes / procedures.

Responsible for ensuring contractors / providers deliver to agreed standards.

May manage project teams of both internal staff and external contractors / consultants

Resourcing

Budget Responsibilities: **£470K**

Supervisory Responsibilities:

- 1FTE PO4 Scrutiny Officer (with 1 direct report SO2)
- 2FTE PO2 Political assistants
- 4.5FTE PO2 Democratic Services Officers
- 0.2FTE SO2 Casual School Appeals Clerk

Knowledge, Skills and Experience

The successful candidate should have authoritative knowledge of relevant legislation, policies, procedures, systems and processes relating to political governance and council decision-making.

They will need to demonstrate excellent written and verbal communication skills, and the ability to build and maintain good relationships with a wide variety of contacts.

They will also need to demonstrate excellent organisational and project management skills, and good leadership and motivational behaviours.

The successful candidate must have at least three years' experience of working in political governance.

Indicative Qualifications

Educated to degree standard or equivalent

Relevant professional qualification (ADSO Certificate or ICSA/CGI Foundation programme and above)

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.