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|  DCC Logo 09 Outl B&WRole Profile Section 1 |
| **Job Title** | Democratic Services Manager | **Service** | Resources |
| **Grade** | Strategic Manager Band 3 | **Service Area** | Legal & Democratic Services |
| **Reporting to** | Head of Legal & Democratic Services |
| **Politically Restricted** | The Council has designated that this post is politically restricted in accordance with the requirement of section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **Purpose of the job:**The post holder is responsible for providing strategic leadership, and will set the priorities, policy and direction of the teams (Committee Services, Member Support and Civic Office) aligned to Corporate and Service priorities. They will contribute to the wider service area management team and will lead by example in terms of embedding the vision, values and behaviours of the council. They will assume a corporate remit as appropriate and will engage with other service areas to achieve better outcomes for the council. |
| **Key Result Area – Corporate*** To drive organisational change and the transformational agenda by championing the organisational benefits and seeking to embed the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos;
* To strengthen and develop the culture of the council and promote the implementation of a ‘One Council’ approach. To support and seek out collaborative opportunities across the service, within the wider council and with appropriate partners.

**Key Result Area – Leadership*** To provide clear and visible leadership in a positive working environment;
* Contribute to the overall plan for the service, taking the lead role and advising on specialist areas of responsibility;
* Manage corporate and service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

**Key Result Area – Service Delivery*** Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;
* Develop and embed demand-side customer driven service design (‘outside-in’)
* Establish effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this in to overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance;
* Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options.
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| **Key Result Area – Generic Management*** Manage employees, relevant budgets and team/individual performance in accordance with council procedures and objectives
* Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate;
* Establish effective lines of communication and build working relationships with the team based around trust and empowerment;
* Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery;
* Lead by example in relation to continuous professional development;
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
* Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.

**Key Result Area – Job Specific*** Lead, manage and develop the efficient delivery of committee and secretarial services in respect of all the committees, other bodies, and working groups of the council, including ensuring the associated statutory/ constitutional and other requirements are met. This includes the processing of public and private reports, distribution of, and maintaining official records as appropriate whether paper/ electronic. Responsibility for the appropriate use of tools for the role including direct responsibility for the modern.gov electronic management database/ and electronic voting equipment that are uniquely used for the meetings;
* Providing advice/ procedural advice/ presentation of reports as appropriate at meetings of the council/ working groups. To include presentation of a briefing to civic officials/ Cabinet/ CMT at the pre-council briefing, and production of the Chairman’s script for the full council meetings;
* Responsibility for the establishment of the committees of the council in accordance with political balance requirements, and undertaking negotiations between political groups on the council. Dealing with members appointments to outside bodies, and the selection process of the appointment of co-opted members to committees;
* Provide advice to Elected Members, Members of other bodies, Co-opted members and staff on Constitutional and Corporate Governance procedures and processes;
* Lead and develop the efficient delivery of services to members through the member support function. Provide a first point of contact to all 126 county councillors, including PA support to the Cabinet Office/ PA support and advice to the civic office, members support function, and members’ resources centre. Providing advice on all aspects of their role from induction onwards. Processing their casework/ members initiative applications, and dealing with their requests for support/ tools for their role including IT/phones/ accommodation;
* Lead support to the Leader of the Council as Chair of the Association of North East Councils (ANEC), to co-ordinate meetings, prepare and publish agendas and minutes.
* To be responsible for devising and delivery of an annual Member Development Programme including the development of personal development plans for Councillors where appropriate
* Lead to the civic office including attendance at events/ hosting and advising on the appropriateness of functions. Authorisation of expenditure from the civic hospitality budget. Responsibility for civic memorabilia;
* Lead the Civic Office on the events organised/ hosted by the civic office including remembrance services, civic functions, and hosting of high profile events/ parades through the city and responsible for civic memorabilia;
* Overall management of the councils civic chauffeuring service including the drivers, and vehicles;
* To be the system owner of the Committee Management System including:
1. To be the system administrator of the system responsible for ensuring information is accurate, consistent and published to the Council’s Website in accordance with legislative requirements;
2. To provide application support to members, officers and public for the Committee Management System;
3. To provide training for members on the use of the system in conjunction with ICT.
* Deputise for the Head of Legal and Democratic Services at meetings and in providing advice to members;
* Provide relevant and timely advice and guidance to both Members/ co-opted members and staff in relevant service areas. Working with members on political interface e.g. set up political groups/ accommodation/ facilities;
* Lead in undertaking Community Governance Reviews, and implementation of any new arrangements as a consequence of the review e.g. establish a parish council, boundary changes;
* Establishment of any new committees/ panels that are set up in accordance with statutory or constitutional requirements;
* Ensuring effective arrangements are in place for the processing, holding of school admission appeals including liaison with parents/ guardians, and advice on processors;
* Lead on the establishment of the officer scheme of delegations and the advice/ monitoring/ recording of officer decisions that are required. Ensuring effective arrangements for the processing of common land village green searches, and applications, the handling/ processing of all petitions received by the Authority and hosting of the e-petitions site, and the receipt and safe handling of all tender documents received by the authority;
* Lead and develop the Council’s Electoral Service and to undertake duties in relation to Elections as required by the Returning Officer.
* To act as the Council’s Statutory Scrutiny Officer, to promote the role of and provide support to the Corporate Overview and Scrutiny Management Board and its thematic Committees.
* Facilitate the strategic direction and implementation of the overview and scrutiny and corporate performance management functions, operating at a local, sub-regional and regional levels;
* Liaise with national bodies and government departments as appropriate to influence national policy with regard to best practice from County Durham and to inform the development of scrutiny within Durham.
* Deliver effective overview and scrutiny internally and externally (partnership scrutiny) across public sector bodies locally, sub-regionally and regionally who provide services for people;
* Engage and work in partnership with the Head of Legal and Democratic Services and Chair of Corporate Overview and Scrutiny Management Board, to ensure effective leadership of the scrutiny function;
* Engage in regular dialogue with members of the overview and scrutiny committee, including relevant chairs and vice chairs; and keep abreast of external policy developments in order to provide timely, up-to-date, and effective advice to overview and scrutiny members;
* Actively promote the Council internally and externally through involvement in appropriate external groups and bodies including the Member/Officer North East Scrutiny Network;

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the Head of Service. |

Section 2

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|  | **Essential Criteria** | **Desirable Criteria** | **Method of Assessment** |
| **Qualification** | * Full ICSA or NVQ Level 5 or degree or other recognised professional administrative qualification;
 | * Management qualification.
* Membership of relevant professional body e.g. ADSO, AEA
 | * Application form
* Selection process
* Pre-employment checks
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| **Experience** | * Substantial experience of working in Democratic Services at a senior level;
* Substantial experience of working with Members and Senior Officers;
* Experience of policy development at a senior level.
* Substantial prior management experience;
* The delivery of the work of Overview and Scrutiny in local government
* Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement;
* Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies;
* Proven ability to manage a significant budget and meet financial efficiencies;
* Working with Members and Senior Officers, advising on specialist areas of responsibility;
* Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development;
* Experience of managing complex projects and matrix management;
* Experience of implementing and delivering partnership working with both internal and external partners.
 |  | * Application form
* Selection process
* Pre-employment checks
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| **Skills and Knowledge** | * A thorough understanding of the workings of Local government and the operation of Council constitutions under Executive arrangements;
* A thorough understanding of relevant legislation such as the Access to Information Rules and the Representation of the Peoples Acts
* A clear understanding of current issues facing local government and the role of democratic services within it;
* Political and cultural awareness and an understanding of the political context and environment of Local Government;
* Awareness of relevant Government Papers and related legislation which impact on the enhanced role of Overview and Scrutiny
* Strong communication and presentation skills;
* Project management, business transformation and change management skills;
* Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries;
* Understand and promote the application of digital technology to support and enhance service delivery;
* Understand and apply the ‘One Council’ ethos and the values which underpin it;
* The ability to delegate effectively;
* Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team;
* Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery;
* Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available;
* Problem solving and budget setting skills;
* Understanding of LEAN methodology;
 | * Working knowledge of Modern.Gov and Xpress
* The ability to identify and exploit commercial opportunities for the benefit of the community and the council;
 | * Application form
* Selection process
* Pre-employment checks
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| **Personal Qualities** | * Professional in approach;
* Strategic thinker;
* Personal commitment;
* Flexible approach to work;
* Well organised and self-motivated;
* Resilient with strong self-awareness.
 |  | * Application form
* Selection process
* Pre-employment checks
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