



Role Profile

Democratic Services Manager – Committees & Members			
Reference No.	XX2369	Type	Individual
Service	Legal & Democratic Services		
Job Family	Service Manager	Grade	FC11

Purpose
To lead and manage the Committee Services team, ensuring the delivery and development of high quality and customer focused services that meet the Council’s strategic and operational objectives.
To take a lead role in the provision of specialist advice to the Council on standards and governance issues.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
Managing and providing strategic leadership to the team providing committee and administration services, ensuring high quality, customer focussed services to elected members, officers and other stakeholders.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Experience of managing relationships at a senior level and developing/delivering advice services in a large organisation	✓	
A professional diploma, degree or equivalent qualification in a relevant discipline	✓	

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Ensuring the effective delivery of the Council's decision-making processes through the development of appropriate strategies and the provision of support, advice and training to the Council, its committees, sub-committees, working groups and other bodies as appropriate and to Councillors and officers of the Council.	Customer service skills aligned with strong organisational and business awareness (Focus on Customers – see How we work Matters Framework) Ability to develop strategies and deliver efficiencies and savings	✓ ✓	
In association with the Head of Legal & Democratic Services, ensuring that the Council is provided with sound advice on standards and governance issues by maintain a full understanding of the Council's powers, responsibilities, processes and procedures.	Significant experience or knowledge of the principles and practice of governance and committee procedures (Deliver Results)	✓	
Acting as Depute Monitoring Officer and to assist the Monitoring Officer in managing complaints against Councillors.	High level of political awareness and requirement for political accountability in a public sector context		✓
Providing professional leadership and guidance to team members through and personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge sharing within the team.	Experience of managing or supervising staff Leadership skills Experience of supporting staff development	✓ ✓ ✓	
Building strong relationships with colleagues across the Council and developing opportunities to work more effectively with partners and other stakeholders.	Experience of collaborative working, developing and maintaining effective relationships and credibility at a senior level (Work Together)	✓	
Contributing as required to the delivery of specific areas of the electoral process.	Knowledge or experience of electoral processes and practices (Take Ownership)		✓
Preparing and managing the Committee Services budget and delivering agreed savings and efficiencies. Contributing to the management of the Service budget and developing and delivering associated savings.	Ability to manage budgets and risk (Embrace Technology and Information)	✓	

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Contributing to the wider development of the Service and Directorate as a member of the Service Leadership Team and the Extended Directorate Leadership Team.	Experience of driving change – strategic and innovative thinker	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Job Title (Specialists Tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results