



Role Profile

LEAD OFFICER (Committee Services)

Reference No.	I299.01	Type	Individual
Service	Democratic		
Job Family	Team Manager 1	Grade	FC8

Purpose

To provide day to day operational management and supervision of the Committee Team, deputising for the Committee Manager as required.

To assist the Committee Manager to monitor and control service delivery, service improvement and sustainability of the Committee Team.

To contribute to the preparation, implementation and review of policy as a key member of the Committee Team and the Democratic Services Management Team.

To contribute to high quality, customer focused, service delivery for both the customer and the Council.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Leading the effective delivery and management of the team to ensure that all processes relating to committees and associated work such as community councils and Children’s Panel are maximised whilst contributing to maintaining quality in the following areas:

- provision of effective support and procedural advice to committees, sub-committees, working groups and other bodies;

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

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Educated to SCQF level 8, which includes an HND or equivalent, or considerable equivalent experience with training in a relevant role

Supervisory or management experience

Experience of committee administration or equivalent processes

✓
✓
✓

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<ul style="list-style-type: none"> • assisting training of committee administrators; • contributing, as required, to the delivery of electoral events. 	Experience in a leadership role (Deliver results – See 'How We Work Matters' Framework) Ability to provide a regular and effective service		✓ ✓
Providing appropriate advice and supporting Team and Senior Management at both a strategic and operational level.	Knowledge of strategic issues affecting the Service		✓
Contributing to the development of strategies and practices which support the Service's aims and values, all in accordance with appropriate policies and guidance; contributing as a member of the Democratic Services Management Team. Preparing proposals to meet forecast changes in the level or type of service.	Knowledge of local authority context, including statutory framework and governance structures Team working skills (Work together) IT skills (Embrace technology and information)	✓ ✓	✓
Supporting the Committee Manager to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources.	Process mapping/process improvement experience	✓	
Identifying and managing a range of improvement projects and activities within areas of service delivery in line with agreed standards and deadlines. Maintaining and updating work and project plans.	Experience in assisting in delivering change Experience of taking a lead role, in the management of any major projects for which the Service is responsible	✓ ✓	
Assisting the Committee Manager in developing and realising the full potential of employees through objective setting, performance management and skills development, ensuring high standards of service delivery and effective use of available resources.	Experience of leading a team through period of transformational change Knowledge of resource issues affecting the organisation		✓ ✓

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Providing professional leadership and support to the team and others through: <ul style="list-style-type: none"> • Personal and team development • Mentoring • Coaching • Managing attendance • Performance and conduct • Project work Fostering knowledge sharing within the team.	Experience of managing conflict and challenge from team members Mentoring skills and develop other members of staff	 ✓	✓
Reviewing service delivery by collecting, analysing and interpreting management information, e.g. personal data and information requests, relating to performance, risk and other issues.	Analytical skills (Deliver results) Experience of culture of continuous improvement and commitment to best value Experience of audit/quality control issues Performance management experience Data protection training Experience of handling information requests	✓	✓ ✓ ✓ ✓ ✓
Responding to the Council's corporate complaints procedure.	Experience of complaints handling		✓
Representing the service at internal meetings and working groups and at meetings with external agencies such as community planning partners or national bodies.	Experience of partnering internal and external agencies Experience of training/developmental programmes, and presenting same to varied audiences		✓ ✓

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Promoting effective partnerships, working across the service and with partner services and organisations, ensuring a shared understanding and commitment to quality service delivery.	Networking experience (e.g. SOLAR)		✓
Developing and delivering training materials and presentations on the administration of committees, standing orders, Code of Conduct, Schemes of Administration/Delegation.	Negotiation skills (Focus on customers)		✓
Implementing effective means of communication with a full range of stakeholders, adopting problem solving skills to facilitate change.	Problem solving skills	✓	
Looking to enhance customer care strategies including developing approaches to consult and engage with service users to ensure their aspirations are being met.	Experience of surveys/other means of establishing customer satisfaction		✓
	Experience of customer engagement and customer care strategies		✓
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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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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