



Job Description

Job Title:	Democratic Services Manager
Reporting to:	Director of Resources
Contract:	Permanent, Full time
Hours:	37 hours per week
Location:	Chippenham Town Hall
Salary:	£27,905 - £31,371 per annum - National Joint Council, Spinal Column Points 24 - 28
Responsible for:	Democratic and Civic Officer, Democratic Services Officer - Planning, Macebearer, Deputy Macebearer and Town Crier

Main Purpose of Role:

To manage and coordinate the work of the Democratic Services Team which includes all matters relating to the democratic processes of the council, including meetings of the Full Council, Standing Committees, Sub Committees and Working Parties. The Democratic Services Manager will liaise with and provide advice to the Director of Resources and / or the Chief Executive, in respect of work associated with the section as required, including assisting with all aspects of administrative and support work, ensuring that democratic services support the effective running of the Council.

Main Duties and Responsibilities

Ensure that the Councils' approach to democratic services reflects, and continuously adapts to support, strategic, operational and financial objectives for Chippenham Town Council.

Members and Committees Services

- To provide effective support, advice and information for all councillors and pro-active administrative and organisational support for:
 - The Mayor and Deputy Mayor in relation to the delivery of their civic duties.
 - All civic activities of the Council.
 - And oversee the arrangements for all Councillor meetings
- To be a signatory on and undertake day to day financial administration of the Mayor's Fund, including processing payments, contributions and donations, and producing reports on the fund to the Mayor as necessary.
- To ensure that all Council and Committee meetings are called and conducted in accordance with any necessary legislation, local convention and the Council's Standing Orders.
- To oversee the administration and organisational support for the Mayor and Deputy Mayor.
- To manage all aspects of statutory and local consultations, coordinating responses, recording outcomes and responding to the consulting body.

- To co-ordinate with the principal council in any election process related to the Chippenham Town Council including the four yearly cycle of council elections and any by-elections.
- To be lead officer with regard to the Council's Standing Orders, ensuring they are regularly reviewed and comply with the needs of the council and sector best practice.
- To liaise with Marketing and Communications Manager on the development and design of appropriate publicity and information material available for use in the Council's civic activities and the councillors section on the CTC website.
- To provide support services for Council Officers, Council Committees, decision-making bodies and any other bodies and working groups.
- To ensure that the Council's meetings and decision making is arranged and administered effectively, in compliance democratic processes, any legal requirements and good practice.
- To advise the Committee Chairman / Council meeting on procedures and to ensure that the Committees act lawfully and in accordance with Standing Orders and relevant legislation.
- Co-ordination of Committee and Council business through pre-agenda meetings, Chairman's briefings preparation and publication of agenda.
- Coordinate the preparation and presentation of Committee reports including policy matters and final clearance of agenda with the Chief Executive.
- To undertake specific Democratic Services project or special arrangements as requested or necessary.
- Liaise with the Principal Council with regard to the Councillor's Register of Interests.
- Oversee all aspects of Councillor training including the development and implementation of a comprehensive programme of training and induction for new councillors.

Staff Management

- Responsible for the delivery of all the Council's democratic support functions and the management of associated staff.
- To ensuring the effective supervision, monitoring of performance and overall caseload, recruitment, training and development of staff within Democratic Services.
- To provide supportive management to coach, develop and motivate staff and empower them to deliver high quality services and contribute to the achievement of Council priorities.
- Provide effective leadership and operational management of the team and functions, ensuring that staff adopt the values and expected behaviours of the organisations, to deliver a high-performance culture.

Service Management

- To review and develop the services for which you are responsible and to manage change, to achieve continuous improvement; to maintain and improve on agreed performance targets and to meet the requirements of Best Value.
- To ensure Democratic Services meets the Council's Customer Care Standards.
- To actively promote the Service in order to raise the profile of the Council and demonstrate its value to residents and customers, both internal and external.
- Analyse, interpret and communicate data, and provide service related advice, including in the form of Council reports. Influence decision making where appropriate to achieve the strategies and objectives of the Councils.

Other Responsibilities

- Responsible for coordinating the delivery and reporting on the Council's Corporate Strategic Plan.
- To be responsible for the management of Freedom of Information (FOI) requests.
- To be the Officer in Charge of Policy Management.
- To proactively manage budgets under your control within agreed financial limits.
- To have regard for the duty of care of information (with particular reference to the GDPR 2018 Act and Freedom of Information Act) gained during the course of employment that relates to other employees, the public, contractors, councillors etc.
- To attend meetings of the Council or Committees as may be directed or required by the Council in connection with duties of the post.
- To adhere to and promote health and safety in the workplace.
- To undertake other duties which may arise of as may be delegated from time to time, appropriate to the grade of the post.
- To be aware of and work in accordance with the Council's safeguarding policies and procedures in order to safeguard and promote the welfare of children and adults.
- Maintaining and enhancing the Council's reputation through the appropriate use of communication, emotional intelligence and customer service.
- Research and be informed about the services and identify developments and changes (local and national) which will have an impact, either positive or negative, on cost, service delivery or performance.
- Advising on vices issues, maladministration, impropriety and probity issues to all Councillors.
- Receiving reports and taking action under the Council's Complaints Procedures.
- Build and maintain effective networks and partnerships to ensure collaborative working to achieve the objectives and priorities of the Council
- To participate in any performance review processes and undertake any training and development in support of your role, as required.
- Undertake such other duties as may be reasonably required within this post to support the operational needs of the service area and Council, including covering for other members of staff during holidays, sickness absence etc.
- Maintaining business continuity and during any civil emergencies.
- Commitment to Health and Safety at Work, compliance with all HR Policies and procedures, including the Data Protection (GDPR 2018) Policy.

Special Conditions of the Post

- There will be requirement for regular evening and weekend working to attend meetings of Full Council, Committees, Sub-Committees, Working Groups, Civic Events, conferences and courses as necessary.
- Travel around the town, county and region is expected.
- This post is subject to a Standard Criminal Record Bureau's disclosure.
- This job description summarises the major responsibilities of the post. It is not intended to exclude other activities or future changes to the post holder's responsibilities. It is subject to review to reflect any changing operational needs of the service and the Council.

PERSON SPECIFICATION

EDUCATION, QUALIFICATIONS and KNOWLEDGE

ESSENTIAL

- Degree level, or equivalent.
- Should hold or be working toward the Certificate in Local Council Administration (CILCA).
- Have and maintain an understanding of legislation, regulations and guidance concerning the democratic processes and function of local government.

DESIRABLE

- Knowledge of current and future issues facing the delivery of local public service.
- Thorough knowledge and expertise of the Council's constitution and its application and all Civic matters such as protocol is essential.
- Knowledge of the relevant legal framework e.g. notice of meetings, access to information.
- A firm understanding of budget setting and monitoring.

SKILLS AND EXPERIENCE

ESSENTIAL

- Relevant experience of working in a local authority / council (committee services) or other public sector organisation including the organisation and administration of meetings.
- High degree of IT literacy, with a good knowledge of MS Word, Excel (or similar databases) and Outlook.
- Proven ability to work closely with councillors and senior officers on confidential matters.
- High level of attention to detail and effective organisational skills, excellent planning and time management skills.
- The ability to write detailed and effective reports, business documents and correspondence.
- Awareness of the sensitivities involved in working in a political environment.
- Ability to work effectively in a team, remains calm under pressure, prioritise workload and operate with limited supervision.
- Clear written and verbal communication and negotiation skills, including excellent report writing and presentation skills.

DESIRABLE

- Experience on successful management and supervision of staff including target setting, performance monitoring, appraisal, development and motivation.
- Demonstrates a strong and enthusiastic personal leadership style which inspires confidence in staff, partners, residents and stakeholders.
- Ability to manage a team, including managing poor performers and disciplining where appropriate.
- Able to develop service plans and delegate actions to achieve performance targets.
- Proven ability to manage budgets and meet financial efficiencies.
- Able to solve problems, prioritise workloads and provide support to colleagues

PERSONAL QUALITIES, BEHAVIOURS and ARRIBUTES

ESSENTIAL

- Ability to build effective working relationship with officers, councillors and representatives and other organisations.
- Remains calm under pressure and can prioritise workload and operate with limited supervision, working to tight time constraints, while being decisive and confident.
- Be resilient and able to work well under pressure, prioritise a heavy workload and work both reactively and pro-actively.
- Respect for confidentiality and compliance with the principles of data protection
- Positive attitude and self-motivated.
- Able to deal with a range of people in a professional and courteous manner.
- Good team worker, but also able to work on own initiative.
- Have a high degree of integrity, tact, diplomacy and corporate spirit.
- Confident and effective presentational skills.

EQUAL OPPORTUNITIES

Chippenham Town Council aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status.