



JOB DESCRIPTION AND PERSON SPECIFICATION

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Job Title: Head of Democratic Services | Directorate: |
| Section: Governance and Legal Services | Reporting to: Director of Governance & Legal Services and Monitoring Officer |
| Grade: OM | Hours per Week: 37 The duties of this post cannot be satisfactorily undertaken within a fixed working week and some element of unsociable hours will be required for the proper performance of the responsibilities. The inclusive salary scale for the appointment reflects the need to work in addition to normal office hours and therefore you will not be eligible to work under the Council's Flexible Working Hours Scheme. |
| Post Number: | Number of Employees: Reporting to Post: Director of Governance and Legal Services and Monitoring Officer |
| Special Conditions: Bar points will be applied to each point in the salary scale. Progression through the bar will be subject to annual performance review. This post is politically restricted in accordance with the Local Government and Housing Act 1989 (as amended by Local Democracy, Economic Development and Construction Act 2009). | Location of Post: County Hall |
| Job Purpose: <ul style="list-style-type: none"> Carry out the role of Head of Democratic Services as defined in the Local Government (Wales) Measure 2011 and to discharge the Democratic Services Functions as set out in the Local Government (Wales) Measure 2011 and in any relevant guidance. Ensure the provision of services to which support the democratic function of the Council, ensuring the Council, the Cabinet and Committees receive high level support in the discharge of its democratic functions and that processes are in | |

place to facilitate sound decision making and that democratic accountabilities are upheld.

- To ensure compliance with statutory and non-statutory arrangements for the effective delivery of a Democratic Services service.
- To have strategic and operational responsibility for the organisation and management of Committee and Member Services, Scrutiny Services & Electoral Services and ensure they are operating within the Council's policies and strategies to achieve the objectives and performance standards set, within the resources allocated
- Be responsible for maintaining all Registers, Disclosures and Declarations as required under the Council's Constitution.

Job Specific Duties and Responsibilities

1. Manage, lead and direct the operations of the 3 Teams (Committee and Member Services, Scrutiny Services, and Electoral Services) including recruitment, management, supervision, performance review and development of employees to meet the identified needs of the Corporate Directors, Directors, Assistant Directors, Heads of Service and the Councillors.
2. Be responsible for the Democratic Services functions as defined in the Local Government (Wales) Measure 2011 and to make all appropriate reports to the Democratic Services Committee.
3. Manage partnership working with the private sector, other Council's, WLGA and the Welsh Government, the MSO Network and the Independent Remuneration Panel.
4. Act as a signatory to any documents as delegated through the Council's delegations.
5. Maintain and give advice to Councillors and Statutory Co-opted Members with regards the Registers of Interest, Gifts and Hospitality.
6. Develop and deliver support for the Democratic Process aimed at contributing to the promotion of local democracy, openness and accountability.
7. Manage, lead and ensure that the Electoral Services and Electoral Registration functions are effectively and efficiently delivered on behalf of the Returning Officer.
8. Manage and ensure that arrangements for the support of Councillors lead to the delivery of effective outcomes.
9. Fully support the development, implementation, and review of management systems, processes and structures in line with corporate policies.
10. Agree with the Director objectives, performance targets and resources, to feed into the Directorate Business Plan and to manage these.
11. Review and evaluate resources for the services and to identify and maximise any external income sources.
12. Ensure the development and delivery of an effective programme of Member Development to provide the opportunities for Elected Members to develop the

essential skills and knowledge they need to undertake their demanding and evolving roles responsibilities

13. Proactively work to deliver improvements to performance, customer care and satisfaction, awareness of equalities and 'one council' working.
14. Advise the Director of Governance and Legal Services and Monitoring Officer on professional issues and opportunities for service improvement and problem resolution.
15. Work with other Council services, stakeholders and external partners to deliver continuous improvement, seeking to ensure that service delivery is efficient, effective and accords with best practice.
16. Deputise for the Director of Governance & Legal Services and Monitoring Officer as and when required (including as Deputy Monitoring Officer) and perform other duties consistent with the level of the post as agreed with the Director of Governance & Legal Services and Monitoring Officer.
17. Recognise and act on the basis that the role is a politically restricted one under the terms of the Local Government Act 1989

Corporate Duties and Responsibilities

1. Prepare and monitor service budgets in accordance with Council policy, and ensure that delegated budgets are managed effectively to maximise service outcomes.
2. Formulate service plans and priorities for the Service which reflect the Corporate Plan and other corporate priorities to contribute to achieving the relevant areas of the overall corporate strategy, ensure that these plans and objectives are understood internally and externally and are effectively implemented.
3. Be responsible for constantly revising and adapting a strategy for delivering a service which takes account not only of the intra-authority pressures, but also relates to the needs and aspirations of the people of Cardiff and to staff and resources available, or potentially available, to meet those needs.
4. Build mutual confidence and respect and foster effective working arrangements with Members, Chief Executive, Corporate Directors, Directors, Assistant Directors, Heads of Service, Operational Managers, employees and Trade Union representatives throughout the Council to maximise the efficiency of the service.
5. Define performance measures by placing a high value on the views of the elected members and the people of Cardiff and demonstrate a commitment and willingness to meet directly with customers to ensure a customer focus to the service.
6. Lead the development and delivery of regional and sub regional partnerships that contribute to the efficiency programme of the Council and the service area and develop and contribute towards delivering the objectives of the Service, achieving value for money for the Council taxpayer and effective service for the elected members and the people of Cardiff.
7. Provide full and detailed advice on the Service to appropriate Members and account to the Chair of Democratic Services Committee and the relevant Cabinet Member(s) via the established procedures to ensure that Members are fully informed and involved

in appropriate decision making.

8. Be committed and sensitive to achieving the Council's strategies, policies and practices in relation to equal opportunities to provide equality of access to the service and to move towards a more diverse workforce to reflect the diversity of the people of Cardiff.
9. Ensure the Service's management structure and its internal management processes are appropriate to delivery of the service and the implementation of policy. Recommend changes in the organisation, to respond to new circumstances or the achievement of new policy objectives.
10. Be responsible for actively managing staff in accordance with Corporate Policy, which including effective performance management and performance appraisal arrangements at all levels and the monitoring and review of performance, to maximise the potential of staff and ensure effective delivery and contribution to the Council's Organisational Development programme.
11. Ensure that legal, statutory and other relevant provisions governing or affecting the Council, or any other directions from the Director from time to time in force, are observed to ensure probity and protect the Council from legal challenge.
12. Take responsibility for any allocated cross authority project/assignment to ensure its successful outcome.
13. Undertake other duties as may be reasonably required by the Director.

DATE OF JOB DESCRIPTION :

DATE COMPLETED: _____ **AGREED BY:** _____
(Recruiting Manager)

Date Received by Post holder: _____

Signature of Post holder: _____

Job Title: Head of Democratic Services

THE PERSON APPOINTED MUST MEET THE FOLLOWING REQUIREMENTS

| Behavioural Competencies | | Level | | How Assessed |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|--------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Putting Our Customers First • Getting Things Done • Taking Personal Responsibility • Seeking to Understand Others and Treat them with Respect | | | | All assessed at Interview |
| Additional Requirements for the Job | | Essential | Desirable | How Assessed All through Application Form or Interview or Both |
| Education & Training | 1. Relevant degree or equivalent experience 2. Leadership/Management Qualification | X | x | |
| Experience / Knowledge | 3. A good knowledge of local government law (statutory and common) and practice relating to Democratic Services and in particular of the Local Government (Wales) Measure 2011. | X | x | |
| | 4. A successful record of working within a change environment, and a commitment to the delivery of services based on needs and achieving delivery to quality and cost standards | X | | |

| | | | | |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|----------|--|
| | <p>5. Experience of Local Government Law and practice in relation to Democratic Services, Scrutiny and Electoral services.</p> <p>6. Significant experience of the Political Process of a Local Authority, particularly the decision making process.</p> <p>7. Significant experience and understanding of the relationship between Elected Members, officers and the public.</p> <p>8. Experience of successful working with employees and Trade Unions and external public and private sector organisations and voluntary organisations, as necessary</p> <p>9. Experience of working with Elected Members including on politically sensitive matters</p> <p>10. Experience of building teams</p> <p>11. Experience of managing resources including finance, employees, property and information technology</p> <p>12. Experience of working within a change environment and able to provide evidence of significant contribution to successful change</p> | <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> | <p>X</p> | |
| Skills and Abilities | <p>13. Ability to produce communications that are focussed tailored and</p> | <p>X</p> | | |

| | | | | |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|--|
| | <p>easily understood by the intended audience. Selecting most appropriate communication style, channels and approaches</p> | | | |
| | 14. Ability to understand customer needs and to develop ways of working, processes and structures to achieve continual improvements in service delivery. | X | | |
| | 15. Ability to shape the environment in order to ensure others feel positive in contributing to cross directorate and council wide solutions. | X | | |
| | 16. Ability to work collaboratively to gain buy in and agreement towards a common goal | X | | |
| | 17. Ability to give sound and firm advice to senior officers and elected members to secure the best means of achieving Council objectives | X | | |
| | 18. Ability to follow through on solutions / decisions, until closure or resolution, to ensure they are understood and implemented by others. | X | | |
| | 19. Ability to measure and benchmark performance in order to achieve continuous improvement | X | | |
| | 20. Excellent interpersonal skills enabling credibility to be quickly established and sustained both internally and external to the Council | X | | |
| | 21. Excellent influencing, negotiation and persuasion skills | X | | |

APPENDIX A

| | | | | |
|------------------------------|-----------------------------------------------------------------------------------------------------------------|---|---|--|
| | 22. Commercially and financially astute | X | | |
| Personal Attributes | 23. Commitment to the Council's Equal Opportunities Policy | X | | |
| | 24. Ability to work under pressure to tight timescales and to motivate others to deliver | X | | |
| | 25. Commitment to delivering continuous service improvement based on sound performance measures. | X | | |
| | 26. Demonstrable leadership qualities and a commitment to the Council's Leadership and behavioural competencies | X | | |
| | 27. Willing to undertake further training | X | | |
| | | X | | |
| Special Circumstances | 28. Ability to travel to various locations | X | | |
| | 29. Full valid driving licence | | X | |
| | 30. Ability to communicate in Welsh | | X | |