



South Kesteven Job Description

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| Job title: | Democratic Services Specialist / Deputy Monitoring Officer | | |
| Salary: | SK20–22 £43,386-£55,557 | Contract: | Permanent |
| Hours: | Working hours will be 37 hours per week. <i>Week by week arrangements will be in accordance with business requirements and by agreement, subject to your right not to work more than 48 hours per week unless by agreement.</i> | | |
| Location: | Council Offices, St Peters Hill, Grantham | Political restriction: | This job is politically restricted |

1 Overall purpose

You will be leading the Democratic Services Team and developing the Council's approach to Governance and Democratic Services.

As **Democratic Services Specialist** you will be acting as the Council's Deputy Monitoring Officer (as directed by the Monitoring Officer) and providing support to the Data Protection Officer to ensure the discharge of statutory duties and ensure the Council fulfils its lawful obligations and performs its functions in accordance with the law and constitution of the Council.

You will influence and spearhead a robust and proactive corporate governance culture through the decision-making process and input to strategic objectives, policy and planning, to ensure the Council meets the highest standards of ethical and corporate governance. Champion democratic governance and the roles of Elected Members across the Council and externally.

You will ensure the provision of a support service to the Council, Cabinet, Scrutiny and regulatory committees and other constituted bodies of the Council.

2 Responsibilities and outcomes

- You will have responsibility for the overall direction, provision and development of the Democratic Services Team.
- As **Democratic Services Specialist / Deputy Monitoring Officer** you will have responsibility for leading the team, and for continuous improvement and transformation of the services provided to both internal and external customers.
- **You will undertake delivery of significant service and process improvements, including fit for purpose systems, high standards of access, availability, usability, usefulness and excellent standards of service.**
- **You will work closely with key internal stakeholders to identify ways to improve operational efficiency to establish Democratic Services for the authority.**
- You will lead, direct and manage the Council's Scrutiny function and will be line manager to the Scrutiny Officer.
- As Deputy Monitoring Officer you will lead on member code of conduct issues and be responsible for member complaints.
- You will be tasked with ensuring the Council has and maintains an efficient and effective democratic process that operates within all statutory regulation, guidelines and constitutional processes

- You will be leading in the delivery of a modern, effective democratic services function that is in line with the Council's Corporate Strategy
- You will ensure that appropriate governance support is provided to decision making committees of the Council. .
- You will act as line manager to the Data Protection Officer and have overall responsibility for Data Protection and Freedom of Information, to ensure actions are taken to embed data protection and compliance with legislation.
- You will act as line Manager for the Elections Team Leader.
- You will ensure that Democratic Services operate a one team approach to enhance service delivery, productivity and customer satisfaction
- You will be responsible for developing all Democratic Services staff to enable them to reach their full potential building a powerful team with effective working relationships across the Council.
- You will be required to provide advice in respect of the Constitution and democratic processes to the Council.
- You will keep the Council's Constitution under review, in consultation with the Monitoring Officer.
- You will be working closely with the Elections Team, and Legal Services, to provide resilience across the directorate.
- You will have an understanding and be aware of political, strategic and policy issues and be able to deal with situations as and when they may arise whilst maintaining political impartiality at all times.

3 Values and Behaviours

At SKDC we are building an organisation with a strong internal culture, within our Corporate Strategy we have a definite set of ideas, ways of doing business and values and behaviours. We believe that how you behave does matter, therefore, we believe that our values are just as important as skills.

Accountability – In order to succeed we will need a culture of accountability throughout SKDC. Everyone at every level will need to be responsible for what they do; willingly taking ownership for their actions and decisions and being a reliable, dependable member of the team, often going beyond the normal terms of employment. We cannot work flexibly without accountability.

Flexibility – We can't be set in our ways if we are going to succeed, so flexibility matters. It might be flexibility in terms of the hours you do, the way you work or where you work. We can't afford to do things the same way just because "that's the way it's always been done". Our performance will be measured in outcomes and those outcomes will contribute to achieving our strategy.

Agility – Related to flexibility is agility. SKDC's needs are going to change over time and we need people who can respond to those changes, who can move freely between teams and who want to stretch themselves by being trained to be better at more things.

Equity – Every member of the SKDC team matters, irrespective of their rank or position. This hasn't always been the case in the past, but it will be in the future. All of us should expect to be treated with respect and dignity and doors should be open. We will all be held to account for this.

Networking – We learn from each other and from external partners, so we need to be better at networking. Our networks hold the key to raising our profile, improving our performance, discovering better ideas and developing ourselves.

Learning – We are constantly learning from everything we do, regardless of success or failure. When we do something well, that knowledge can help us repeat and refine what we do in the future. We clearly won't seek failure, but neither will we be frightened of it. And if we fail, we will learn from it and not seek to just apportion blame (see 'accountability' above).

Talent – Having a diverse and talented team is fundamental to our success. However, a person’s real talent isn’t always obvious; sometimes it’s overlooked, other times it may be hidden or ignored. Sometimes it’s a talent the person didn’t realise they had. Harnessing talent will be everyone’s job, not just HR or senior managers.

4 Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

5 Authority to work in the UK

You must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency.

| Key Criteria | Job Requirements | Essential or desirable |
|------------------------------|---|---|
| Knowledge/ Skills | <p>Knowledge of the law, procedures and good practice relating to local authority meetings, governance arrangements and the ethical framework governing Members’ conduct</p> <p>Ability to manage people and resources to ensure priority outcomes are delivered</p> <p>Ability to manage change, including supporting teams in a positive, influential and resilient way</p> <p>Excellent written and verbal skills</p> <p>The ability to communicate effectively and confidently to a wide variety of audiences</p> | <p>E</p> <p>E</p> <p>E</p> |
| Qualifications | <p>Educated to degree level or equivalent or work related experience</p> <p>Relevant Management Qualification</p> <p>Current driving licence or ability to make suitable alternative arrangements</p> | <p>E</p> <p>D</p> <p>E</p> |
| Experience | <p>Experience of leading and managing a governance-related service in a local government environment or similar type of organisation</p> <p>Experience of successfully implementing change</p> <p>Experience of leading, managing and motivating a team through a period of cultural change</p> <p>Experience of driving service improvements</p> <p>Experience of using the full suite of Microsoft software products</p> <p>Effective budget and financial management skills</p> <p>Experience of conducting member investigations</p> <p>Experience as Deputy Monitoring Officer</p> <p>Experience of running a scrutiny function</p> <p>Experience of elections processes</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> |

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| Aptitudes | Customer focussed approach with a drive for continuous improvement | E |
| | Evidence of continuous development activity | E |
| | A leader who can inspire by being energetic, determined, positive, decisive and resilient | E |
| | An enthusiastic and effective ambassador for the Council who can enhance its reputation | E |
| | An excellent role model who will promote the highest standards and live the Council's values and behaviours | E |
| | Willing to embrace and tackle difficult issues, including under performance | E |
| | Resilient, tenacious and able to handle pressure positively | E |
| | Able to work collaboratively while seeking the highest standards for own area of responsibility | E |
| | Able to challenge and receive feedback to improve motivation, delivery and performance | E |
| | Appetite for change and understanding of how to manage it positively | E |
| | Flexible and agile approach to the work place, resourcing and managing staff | E |
| | Ability to influence and negotiate with a range of people including Members, officers across the organisation and other key stakeholders | |