

Job Description and Person Specification

Senior Democratic Services Officer

A Lambeth to be proud of



Job Title:	Senior Democratic Services Officer
Grade:	PO4
Department:	Finance and Governance
Division:	Legal and Governance
Business Unit:	Democratic Services
Reports to:	Head of the Chief Executive's Office & Democratic Services
Responsible for:	Democratic Services Officers and Democratic Services Apprentice

Context

Democratic Services are responsible for the governance and decision making of the Council and work at the heart of organisation.

Job Purpose

1. To supervise and lead a team of staff who support the Council's decision making processes including Overview and Scrutiny and member development, having regard to legislative requirements and frameworks.
2. Proactively manage and support all aspects of Overview & Scrutiny including commissions in accordance with local procedures, council policy and best practice
3. Assist in monitoring the corporate governance framework for the council and ensure the highest standards of governance are applied in the team's work and to have oversight of compliance with decision making.
4. To provide, Co-ordinate and maintain high quality administrative support to a range of decision-making and/ or other meetings, in close liaison with Chairs (including the Leader of the Council. other Cabinet members, Chief Whip and other leading Members etc) strategic directors, other senior officers and partners.
5. Establish and maintain extensive corporate and political awareness, and give appropriate advice on the interpretation of the Constitution and supporting administrative procedures in this context.
6. Maintain effective networks with the public, members, officers and partners to support the work of committees, boards and bodies as assigned and the member the development programme, and to provide relevant information and support to those arrangements as necessary.

Responsibilities

1. Ensuring proper arrangements are made for all meetings, including the prompt and effective preparation and despatch of agenda and minutes, within strict deadlines.
2. Manage aspects of staff supervision and development, rewards, appraisals, recruitment, timesheets, sickness and absence, disciplinary and grievance, and training.
Actively lead the servicing of key meetings such as Cabinet, Council, Overview and Scrutiny and key council partnership bodies etc.
3. Ensuring that all financial controls are adhered to by maintaining systems to support members, including member allowances, expenses and electronic information systems such as the members' portal, delegating where appropriate.
4. Ensure the team has a good understanding of the needs of customers, ranging from officers, members, and the public to external stakeholders. Assist with customer satisfaction surveys and making changes to the service as a result.
5. Liaise with senior officers and members as appropriate, exercising discretion and political sensitivity in these matters.
6. To liaise closely with members and to organise the work of committees using work programmes and other planning methods.
7. To negotiate with officers in respective departments to support the work of the Committee/s, providing relevant information and officer support to assist the Committee in their inquiries.
8. To ensure that relevant service departments/partners are kept informed of the work of the Committee/s and timely updates are reported through formal mechanisms, where appropriate.
9. Take an innovative approach to continually improving and updating services for officers and members, taking account of best practice elsewhere. Assist the Democratic Services Manager by reviewing operational procedures, promoting democracy and make recommendations for change and implement these.

Additional Duties & Responsibilities

1. To ensure that all duties and responsibilities are performed in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Personnel Policies and Procedures, Health and Safety Policy and Information Governance etc.
2. To take responsibility, appropriate to the post for tackling any form of discrimination and to promote the Council's Equal Opportunities Policy.
3. To keep up to date of professional developments, legislative changes and best practice, applying updated knowledge to across your areas of work as well as providing training to others.
4. To undertake any other project work as may from time to time be directed by the Democratic Services Manager or Head of Legal and/or the Monitoring Officer.

PERSON SPECIFICATION

Senior Democratic Services Officer (PO4)

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Qualification	Q1	Education to degree level or equivalent experience.	✓A
Key Knowledge	K1	Advance knowledge of democratic engagement issues and initiatives	
	K2	Advance knowledge and understanding of governance processes and the issues affecting local government in this area as well as overview and scrutiny	✓A
	K3	Knowledge and Experience of providing advice to councillors and officers on decision making processes, overview and scrutiny and constitutional matters	✓A
Relevant Experience	E1	Experience of using a committee decision management system (such as modern.gov) to publish, agendas, forward plans, councillors information and also using the back office functions for general updating, setting up committees, adding users and creating workflows.	✓A
	E2	Experience of successfully delivering service improvements	✓A
	E3	Experience of managing staff	

Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that	

		impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes	

		• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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