



Job Description

Job title	Democratic Services Manager	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Governance	Salary	SK20A (£54,693 per annum)
Location	Hybrid working	Contract	Permanent

Main Job Purpose

To lead the Council's Democratic Services and Land Charges Teams and support the Director of Law and Governance (Monitoring Officer) in developing a strong governance culture and structure for the Council.

The postholder will champion democratic governance and the role of elected Members across the Council and ensure the provision of a support service to the Council, Cabinet, Overview and Scrutiny and Regulatory Committees and other constituted bodies of the Council.

Other managerial responsibilities will include line-management of the Council's Legal Services team and the Council's relationship with Legal Services Lincolnshire as part of a shared service arrangement, together with line-management of the Authority's Land Charges Team.

It is also desirable that postholder have the skill-set and desire to serve as one of the Council's Deputy Monitoring Officers should they be called upon to do-so. In such an event the postholder would be entitled to receive the prevailing rate of honorarium for the additional responsibilities in addition to their base salary.

This role is politically restricted.

Main Statement of Responsibilities

- Responsibility for the overall direction, provision and development of the Democratic Services, Legal Services and Land Charges Teams and the continuous improvement and transformation of the services provided to both internal and external customers
- To deliver significant service and process improvements, including fit for purpose systems, high standards of access, availability, usability, usefulness and excellent standards of service
- To work closely with key internal stakeholders to identify ways to improve operational efficiency
- To lead, direct and manage the Council's decision-making and governance structures, ensuring they maintain an efficient and effective democratic process that operates within all statutory regulations, guidelines and constitutional processes and is in line with the Council's Corporate Plan
- To attend meetings and produce/publish agendas and minutes and provide Constitutional advice when necessary
- To write reports and present them to internal or public meetings as and when required
- Responsibility for the development of elected Members through the production of a Member Development Strategy and Member Development Programme
- To lead the Council's commissioning of legal advice via its partnership with Legal Services Lincolnshire



To maintain high levels of performance in turnaround times associated with Local Land Charges Personal and Official Searches

- To act as line-manager for the Democratic Services Team, consisting of 3.5 FTE Democratic Services Officers and a Member Services Officer
- To act as line-manager for the Legal Services Team, consisting of a Legal Executive and Paralegal Officer
- To act as line-manager for the Land Charges Team, consisting of a Land Charges Coordinator and 2.5 FTE Land Charges Officers
- To develop all staff within the Democratic Services, Legal Services and Land Charges Teams to enable them to reach their full potential
- To keep the Council's Constitution under review, in consultation with the Monitoring Officer
- To keep the Council's legal records under review in accordance with the Authority's Retention Policy
- Budgetary responsibility for the service area.

The following responsibilities may apply to the role, dependent on the skill-set of the post-holder:

- Act as the Council's Deputy Monitoring Officer and when so doing to carry out the following roles:
 1. Ensure that the Council acts at all times within the law so as to maintain and enhance its reputation for good governance within the district, county and in the wider sphere;
 2. To be responsible for matters relating to the conduct of Councillors;
 3. Providing advice and training to District, Town and Parish Councillors in relation to the operation of the Code of Conduct and to carry out any investigations of potential breaches either to assist the Monitoring officer or in place of the Monitoring Office.

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.



Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



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.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Sound knowledge of the law, procedures and good practice relating to local authority meetings, governance arrangements and the ethical framework governing Members’ conduct
- Ability to manage people and resources to ensure priority outcomes are delivered
- Ability to manage change, including supporting teams in a positive, influential and resilient way
- Excellent written and verbal skills
- Experience of working in a political sensitive environment
- Experience of dealing with confidential and ‘exempt’ information
- The ability to communicate effectively and confidently to a wide variety of audiences
- Experience of successfully implementing change
- Experience of leading, managing and motivating a team through a period of cultural change
- Experience of driving service improvements
- Experience of using the full suite of Microsoft software products
- Effective budget and financial management skills

Desired

- Experience of leading and managing a governance-related service in a local government environment or similar type of organisation
- Experience of leading, managing and motivating a team through a period of cultural change



- Prior experience of discharging the function of a Deputy Monitoring Officer at a local authority.

Relevant Qualifications

Essential

- Educated to degree level or equivalent, or an equivalent level of experience relevant to the post

Desirable

- ADSO Certificate or Diploma

Communication and Interpersonal Skills

Essential

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