JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Democratic Services Manager	**Directorate**: Legal and Governance
Section: Democratic Services	**Reporting to**: Strategic Director of Legal and Governance and Monitoring Officer
Remuneration: Grade OM2	**Hours per Week:** 37 hours per week. The duties of this post may involve some element of unsociable hours. This post is fixed term for one year (maternity cover)
Post Number:	**Reporting to Post**: 3 x Democratic Services Officers
Special Conditions: 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**: Sbarc, Maindy Road, Cardiff CF24 4HQ The office location of this post will be Sbarc however home local/field working will be a requirement of the role. Agile working is a key feature and expectation of this role.

Job Purpose

- Ensure the provision of services which support the democratic function of the South East Wales Corporate Joint Committee (CJC), ensuring the CJC and its Sub-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 operational responsibility for the organisation and management of Committee and Member Services, and Advisory Boards, and ensure they are operating within the CJC'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 CJC's Constitution.

- To take a lead role in both pre- and post-election preparations, including onboarding and inducting newly elected Members.

Principal Duties and Responsibilities

1. Manage, lead and direct Committee and Member Services, including management, supervision, performance review and development of employees to meet the identified needs of the Directors and Members of the CJC.

2. To support, and clerk on occasion, the public-facing Sub-Committees, and the internal Boards and Groups.

3. Be responsible for the Democratic Services functions as defined in the Local Government (Wales) Measure 2011 and to make all appropriate reports to the CJC Senior Executive Team.

4. Maintain the Registers of Members' Interests and Gifts and Hospitality.

5. Develop and deliver support for the Democratic Process aimed at contributing to the promotion of local democracy, openness and accountability.

6. Manage and ensure that arrangements for the support of Members of the SEWCJC lead to the delivery of effective outcomes.

7. Fully support the development, implementation, and review of management systems, processes and structures in line with corporate policies.

8. Agree with the Director objectives, performance targets and resources, to feed into the Directorate Business Plan and to manage these.

9. Review and evaluate resources for the services.

10. Ensure the development and delivery of an effective programme of Member Development to provide the opportunities for Members of the SEWCJC to develop the essential skills and knowledge they need to undertake their demanding and evolving roles responsibilities

11. Proactively work to deliver improvements to performance, customer care and satisfaction and awareness of equalities.

12. Advise the Strategic Director of Legal and Governance on opportunities for service improvement and problem resolution.

13. Work with other CJC services, stakeholders and external partners to deliver continuous improvement, seeking to ensure that service delivery is efficient, effective and accords with best practice.

14. Recognise and act on the basis that the role is a politically restricted one under the terms of the Local Government Act 1989

Corporate Requirements

15. Prepare and monitor service budgets in accordance with CJC policy, and ensure that delegated budgets are managed effectively to maximise service outcomes.

16. Formulate service plans and priorities for the Service which reflect the CJC Business 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.

17. 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 South East Wales and to staff and resources available, or potentially available, to meet those needs.

18. Build mutual confidence and respect and foster effective working arrangements with Members, Chief Executive, Directors, Assistant Directors, Heads of Service, Operational Managers and employees throughout the CJC to maximise the efficiency of the service.

19. Define performance measures by placing a high value on the views of the elected members and the people of South East Wales and demonstrate a commitment and willingness to meet directly with customers to ensure a customer focus to the service.

20. Engage with the Democratic Services Officers from the ten constituent councils to facilitate the smooth running of SEWCJC, sharing best practice and identifying areas where there may be shared opportunities to support Member development.

21. Provide full and detailed advice on the Service to appropriate Members and account to the Monitoring Officer, the relevant SEWCJC Member(s) and the CJC Senior Leadership Team via the established procedures to ensure that SEWCJC Members are fully informed and involved in appropriate decision making.

22. Be committed and sensitive to achieving the CJC'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 South East Wales.

23. Ensure the Service's 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.

24. 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 CJC's Organisational Development programme.

25. Ensure that legal, statutory and other relevant provisions governing or affecting the CJC, or any other directions from the Director from time to time in force, are observed to ensure probity and protect the CJC from legal challenge.

26. As a term of your employment, you may be required to undertake such other duties and/or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organisation.

27. Although you will be provided with a base, you will be required to work from various locations in accordance with the needs of the role.

DATE COMPLETED:

AGREED BY: _____ (Recruiting Manager)

Date Received by Post holder: _____

Signature of Post holder: _____

PERSON SPECIFICATION

Area to be Demonstrated	Essential Requirements YOU **MUST** DEMONSTRATE THAT YOU MEET THESE REQUIREMENTS	Desirable Requirements YOU DO NOT HAVE TO MEET THESE REQUIREMENTS BUT IF YOU DO, PLEASE TELL US	How Assessed Application Form or Interview or Both
Education and Training	A high standard of written English.	Formal qualification relevant to Democratic or Scrutiny Services.	Application Form and Certification where required
Experience / Knowledge	• A track record of success in a senior level Democratic Services role, holding previous positions that demonstrate credibility and personal accountability. • Demonstrable mix of operational and strategic skills and understanding of the underpinning legislation. • Ongoing development of Democratic Services functions, in accordance with legislation. • Management of enquiries in relation to Committee meetings. • Comfortable in developing team members and motivating and empowering staff. • Developing and delivering Member Development programmes.		Application Form and Interview
Skills and Abilities	• Ability to work in a fast-moving environment, responsive to change. • Solid understanding of local democracy and decision making processes, the		Application Form and Interview

	distinct roles of Members and Officers in this process. • Management of all aspects of public Committee meetings, including forward planning, agenda setting, paper publication, managing public forum, publishing decisions, minutes and managing call-in. • Working collaboratively with staff and Members to provide exemplary Democratic Services function.		
Personal Attributes	• Excellent interpersonal skills with a positive, approachable manner. • Motivation and resourcefulness to operate in a fast moving environment of change and transformation. • Outstanding communication skills – able to quickly build relationships and to bring a calm and professional approach. • Confidence, resilience and the ability to self-direct, working and getting on with others to make things happen.		Interview
Special Circumstances	Will undertake other duties and or times of work as may reasonably be required of you.	Full and valid driving licence would be an advantage.	Application Form and Interview