

Job Description

Job Title	Head of Democratic Services
Directorate	City Law & Governance
Service Area	Democratic Services
Grade	11
Competency Level	3
Salary	£61,840 – £68,419
Job Type	Hybrid
Location	Cunard Building/City Wide
Disclosure and Barring Service (DBS)	Not applicable
Job Evaluation Ref No.	A8585

Job Purpose

To lead the Council's Democratic Service, including direct support to the Leader and Cabinet, members, and senior officers of the Council to deliver a high quality and effective service and provide guidance on the Council's Constitution and relevant law.

To be the operational lead on the delivery of the Council's decision-making processes and structures, including council, cabinet, regulatory, and scrutiny



functions, ensuring their operation meets best practice and maximises the use of technology.

To provide support to the Director and Deputy Director of Law & Governance in respect of matters arising from the City Council's governance and the conduct of its members.

To lead on maximising the use of technology in the delivery of the services.

Directly Responsible For:

Committee Services

Member Support Services

Member Development

Directly Responsible To:

Deputy Director – Law & Governance

Main Areas of Responsibility:

- To be the operational lead for effective and lawful governance in the Council, meeting best practice standards, including but not limited to:
 - Executive decision making
 - Council and committee decision making
 - Overview and scrutiny
 - Officer decision making, particularly at senior officer level
 - Access to information and transparency of council decision making
 - Joint arrangements with other councils and bodies
 - Statutory and corporate forward planning of decision making and record keeping

- To promote and embed high standards at all stages of decision making including but not limited to leading on:
 - The establishment and embedding of effective and non-bureaucratic processes and documentation for the development and finalisation of high quality reports
 - The provision of comprehensive training, guidance and information for councillors and officers to promote understanding of the council's democratic and decision-making processes
 - The provision of advice and guidance to officers and members on decision making and report development and finalisation
 - All aspects of statutory and corporate forward planning for cabinet, council and committee meetings and the formulation and oversight of work plans for all member level bodies
 - The effective escalation of governance issues
 - Monitoring and reporting on performance across the council
- To lead on the corporate assurance framework for the recording and publication of delegated decisions under the council's Schemes of Delegation
- To undertake governance duties at the direction of the Director and/ or Deputy Director as follows:
 - Revisions and amendments to the council's Constitution and governance documentation
 - Matters in relation to complaints under the code of conduct and ethical governance, including undertaking investigations
 - Maintenance and provision of performance and monitoring data as required
 - Provision of advice, reports and analysis to the Executive, Scrutiny Chairs and other Councillors, the Chief Executive and senior managers and other senior officers them and to Council bodies as required
- To ensure Democratic Services delivers high quality and cost-effective operational services to the council meeting its duty of best value

- To ensure the provision of high quality and appropriate administrative support services to the Leader, Cabinet, and political group offices
- To lead on the development and provision of an effective members' induction and development programme
- To lead on specific workstreams to ensure and improve the delivery of high quality governance services including but not limited to:
 - External assurance and accreditation
 - Knowledge management and resourcing
 - Customer liaison and satisfaction
 - The maximisation of the use of technology
 - Performance management
- To produce and implement business plans and strategies for the Democratic Services
- To provide support and assistance with the Elections process

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively
- To deputise for the Director and/or Deputy Director in their absence or as requested
- To contribute to the delivery of the corporate priorities and strategic direction and management of the council
- To embed diversity and inclusion into the team and council's working promoting non-discriminatory practices and challenging discriminatory practices at all times
- To ensure compliance with statutory duties and corporate policies and standards and within team, raising non-compliance including but not limited to

health and safety, information governance, financial and procurement regulations

- To take account of best practice and also advice and guidance issued by the Association of Democratic Services (ADSOS) when enhancing the duties and making changes to the functions of the service

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Ensure the delivery of a balanced budget including but not limited to:
 - The identification and delivery savings targets
 - The maximisation of income opportunities
 - The identification and delivery of efficiencies in service delivery
 - The effective commissioning and management of externalised services
- To oversee and manage the administration of the members budget including payments to elected Members of the Council to meet financial targets and assist in preparing estimates

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This position involves agile working, sitting down at a desk, and using a computer screen for prolonged periods of time.
- To regularly work outside of core office hours at evening meetings (committees or otherwise) as required by the role and/or Director or Deputy Director

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- Constitutional amendment and development
- Support the Director Law and Governance in their role as monitoring officer and in dealing with governance and conduct matters

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we



treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 3**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Minimum Level 4 qualification in a relevant discipline, e.g. A Levels, National Certificate/Diploma ADSO, Level 4 Certificate, NVQ Level 4, or evidence of the equivalent QCF credit value, Access to Higher Education Diploma, or studying towards this level and/or a degree (A)
- Management training relevant to the seniority and nature of the role (A)

Desirable

- Relevant degree in related subject area
- Professional development and training in democratic services functions
- Knowledge and experience of working on Elections

Experience

Essential

- Knowledge of best practice and law as it applies to local authorities, including decision making and governance (A/I/T)
- Experience of building and maintaining positive relationships with clients (internal and external) and delivering to their needs (A/I/T)
- Experience of delivering high profile projects with minimal direction and supervision (A/I/T)



- Extensive senior management experience working within the areas of work covered by the role (A/I/T)
- Experience of dealing with complex matters within the areas of work covered by the role (A/I/T)

Skills/Abilities

Essential

- To be the Council's lead advisor in the democratic services specialism, including advising and representing the Council in internal and external forums (A/I/T)
- To provide risk based and solution focussed advice to clients, senior manager and the Council's political administration and members (A/I/T)
- To work under pressure and with minimal supervision (A/I/T)
- To improve the delivery of the service through continuous improvement (A/I/T)
- To work collaboratively at all levels and in a non-hierarchical way (A/I/T)
- To successfully work in a political environment and demonstrate tact, diplomacy and political acumen when working with members of different political parties, groups and individuals to deliver the Council's priorities (A/I/T)
- To promote and advance diversity and inclusion and challenge inequality in the service and Council (A/I/T)
- To work within budgets, including to identify and deliver savings and income generation in the service and council (A/I/T)
- To advice on and promote good governance and ethics and support the monitoring officer in the promotion of the Nolan Principles and high standards of conduct (A/I/T)
- To motivate others, whether team members or colleagues, generating commitment to the Council's priorities (A/I/T)
- A skilled communicator to a range of audiences in writing and verbally (A/I/T)

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)

Other

Essential

- An ability to undertake evening work on a regular basis to attend, support, and advise meetings at member and office level (A/I)

