





Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title: Service: Team: Location: Reporting to: Responsible for:	Democratic Services Manager Legal and Democratic Services Democratic Services The Burys, Godalming, Surrey, GU7 1HR Joint Assistant Director Democracy & Governance 1 x Deputy Democratic Services and Scrutiny Manager 1 x Regulatory and Review Advisor 1 x Executive and Scrutiny Advisor 1 x Local Democracy Assistant.
OUR ORGANISATIONAL VALUES	
Collaboration 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
Wellbeing 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
Trusted 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
Value for Money 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.

Professionalism



We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- To develop and lead modern, efficient, robust and transparent forms of governance and democratic accountability on behalf of the Council.
- Lead and manage a team providing a high-quality suite of democratic services supporting a range of stakeholders, to include Executive, Elected Members, and Senior Officers within the Council.
- Act as principal point of contact for Executive and JMT on Democratic Services matters and Lead Officer for Full Council.

MAIN DUTIES AND ACCOUNTABILITIES

- To ensure transparent, informed and high-quality decision-making by Waverley's elected councillors, acting as a vital link between officers, councillors and members of the public.
- To lead and manage the Council's Democratic Services team.
- To build and sustain a culture of professionalism and excellence within the service, utilising technology to promote self-service and ensuring the Council's governance, and democratic processes and approaches are modern, accessible and effective.
- To work effectively with a range of stakeholders and customers, ensuring they are kept informed and provided with the opportunity to engage appropriately with the Council.
- To be accountable for own and oversee the development and effective implementation of the Council's democratic and senior leader business timetables, assuring that overlapping events, meetings, projects and milestones are anticipated, planned, resourced, coordinated and supported.
- To oversee the committee and senior management meeting timetables, allocating resources appropriately
- To ensure that all statutory meetings of the Council comply with legal and constitutional requirements
- To be responsible for ensuring that all meetings of the Council, Executive, Overview and Scrutiny Committees and Working Groups, other Committees and internal meetings are supported by the appropriate resource
- Ensuring that all agenda are dispatched in accordance with statutory deadlines and that reports and minutes are drafted to an agreed timetable
- To lead the provision of a comprehensive package of support to ensure that Waverley's elected members are supported to undertake their role effectively, including the leadership of a programme of information, learning and development

- To lead and manage relationships and lines of communication with Town and Parish Councils in the borough, ensuring the Council works effectively in partnership with them.
- Offering authoritative advice to the Executive, the Mayor, Committee Chairmen, all elected councillors and senior officers on matters affecting the decision-making process and procedures, often as the sole representative of the service in attendance at meetings
- To ensure support and advice is provided to the mayoralty and to attend mayoral/civic functions as and when required
- To encourage and ensure appropriate arrangements are in place for public engagement and participation in meetings and to ensure that management measures are taken to accommodate large public attendances at meetings.
- To monitor adequate resourcing of the Democratic Services team, to identify opportunities for career development, succession planning and any other resource issues and propose how they can be resolved.
- To lead and manage staff within the area of responsibility and to ensure that they are appropriately trained, developed and motivated and to be responsible for appraising staff who report directly.
- Undertake performance management of direct line reports according to existing Waverley Performance Management policy and process.
- To keep up to date with national and local policy and other developments affecting Local Government generally.
- To delegate activity to team members as may be necessary to ensure the effective working of the team.
- Ensure that the Service budget is managed effectively, escalating and seeking solutions to any budget pressures that may arise.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24-hour window.

- **Health and Safety**

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

Democratic

- The postholder is responsible for the effective convening of and democratic support to in the region of 100+ public meetings each year and will personally need to attend all Executive and Council meetings and other evening meetings as required. Generally, evening meetings commence at 7pm.
- The postholder is expected to provide immediate and accurate advice to Chairmen, Members of the Committee and the public at meetings and is usually the only representative of the team in attendance.
- Being responsible, on a daily basis, for the provision of expert information, advice and guidance to elected members, officers and the public in respect of complex and sensitive democratic services, constitutional and monitoring officer matters.
- This post has shared accountability for the setting, monitoring and control of c£400,000 member allowances budget.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- The postholder is expected to be totally familiar with external legislation, industry best practice and Council policies and procedures, including the Constitution, in respect of democratic services.
- The postholder is expected to give advice to officers about democratic and business support matters and be confident in their delivery of advice in a meeting environment.
- A detailed understanding of the Local Government Act 2000 and other relevant legislation is essential, along with the ability to put this into practice under the Council's executive arrangements.
- The postholder is expected to use their experience and knowledge to provide proactive and practical solutions to facilitate effective decision-making, promote good governance and ensure that complaints are handled professionally and sensitively in accordance with established principles and procedures.
- The postholder will need to work at pace in high profile and sensitive situations and exercise high levels of understanding, ability, judgement and political awareness in order to provide advice, guidance and leadership which will have a bearing on the most critical aspects of the Council's decision-making, with far-reaching budget, policy and reputational implications.
- Whilst this post pertains to Waverley Borough Council, there is a need to consider the impact of what happens in Governance teams with Guildford Borough Council.

PLANNING/ORGANISING/CONTROLLING

- The postholder must demonstrate excellent interpersonal skills and the ability to communicate tactfully with councillors and senior officers
- Political awareness and influencing skills are essential for this role which contributes to good corporate governance and decision-making
- Recognising and pre-empting politically or otherwise sensitive issues and knowing when to deal with them or refer the matter higher

CUSTOMERS AND CONTACTS

INTERNAL:

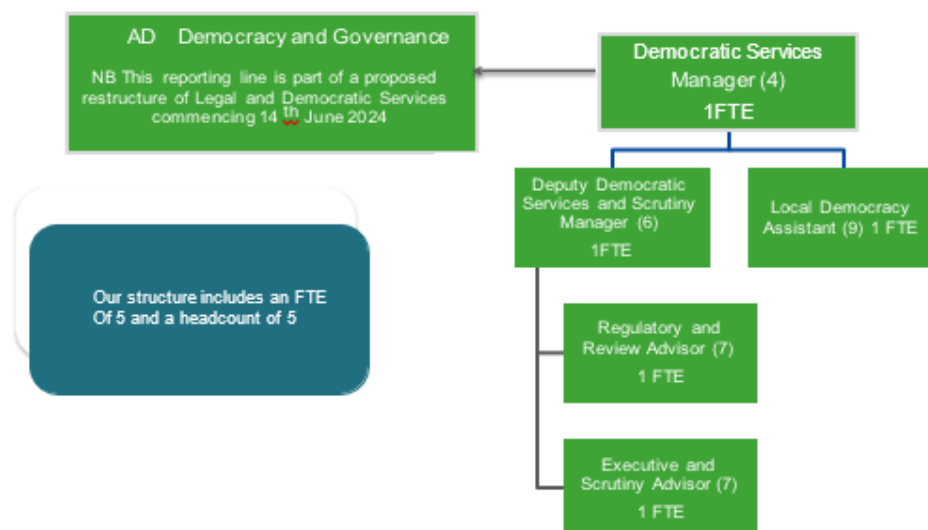
- The Leader and Deputy Leader of the Council; other Group Leaders and all elected Members; Chief Executive; Strategic Directors; Assistant Directors, all services and officers at all levels.

EXTERNAL:

- Members of Parliament; Government departments; statutory bodies; other local authorities – especially Town and parish Councils; local authority associations; external service providers; election candidate and political agents.

SERVICE/TEAM STRUCTURE

Proposed Waverley Democratic Services Structure from 15th July 2024



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C, A/I or A/I/E within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Degree level or other equivalent qualification or equivalent professional experience	A/C		A/I
	Relevant professional qualification in either Democratic Services or Business Management (or equivalent professional experience)	A/C	Management Qualification e.g. CMS, DMS, ILM	A/C
	Demonstrable experience of working at a senior level within a Local Authority in a Democratic Services environment.	A/I	Project Management Qualification	A/C
	Experience of leading/managing Democratic Services teams.	A/I		
	Excellent knowledge and understanding of local authority decision-making processes, procedure rules and relevant local government law	A/I/E		
KNOWLEDGE /TECHNICAL SKILLS	Experience of working with relevant professional software packages – eg Agenda Management and Electoral Administration systems such as ModGov and/or Xpress	A/I		

	Ability to analyse complex information quickly	A		
	Sound knowledge of IT including all Microsoft Office applications	A/I		
COMMUNICATION	Ability to work effectively in a political environment and establish positive relationships with councillors, senior managers, staff and external partners	A/I/E		
	Excellent written and oral communication skills	A/I/E		
	Diplomatic communication skills with a wide range of audiences	A/I		
	Ability to capture key actions from a meeting and understand complex documents	A/I		
	Report writing skills, including a high level of spelling and grammar	A/I		
	Ability to be tactful and discrete and able to manage sensitive and confidential information in a professional manner	A/I		
CUSTOMER SERVICE	Excellent customer service skills	A/I		
	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Accurate spoken English is essential for the post	I		
TEAM WORKING	Ability to lead and motivate staff	A/I/E		
	Able to participate well as a member of a team	A/I		

MANAGING SELF AND OTHERS	Ability to manage and prioritise own workload to meet challenging deadlines	A/I		
	Ability to cope with fluctuating workload and multi-tasking	A/I		
	Strong organisational and prioritising skills	A/I		
	Meticulous attention to detail whilst also being able to see the bigger picture	A/I		
	Able to take difficult decisions and balance competing priorities	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Positive approach to implementing change	A/I		
	Calm, confident and assertive disposition	I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		
	Ability to work evenings and weekends as the elections process requires.	A/I		
	Able to work outside normal working hours and attend evening meetings on a regular basis	I		
	Full and valid driving license and use of car	A/C		

How assessed

- A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

Politically Sensitive post: Political Restrictions

Please note that the Local Government Officers (Political Restrictions) Regulations 1990 apply to this post. In general terms these provisions mean that the postholder is prohibited from:

- holding or standing for elected public office (except Town or Parish Councils);
- holding office in a political party;
- speaking or writing in public (including on social media) in a personal capacity in a way that might be regarded as favouring one or other political party;
- canvassing at elections.

For Official Use only			
Job title:	Democratic Services Manager	Post no:	AI23
Service:	Legal and Democratic Services	JE score:	Range
Team:	Democratic Services	Pay band:	4
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Reports to:	Joint Strategic Director Legal and Democratic Services		
Competencies: (level 1 – 4)	Communication:	4	
	Customer Service:	3	
	Team Working:	3	
	Managing Self and Others:	3	
	Can do approach/Results	3	
REVIEWED BY:		DATE:	
CHECKED IN:		DATE:	
LAST UPDATED:		DATE:	September 2024