

Job Profile

Democratic and Electoral Services Team Leader

Grade H

Date: 17 May 2019



About the Job

- To supervise the day to day operational delivery of services in the Democratic and Electoral Services team
- To maintain a high level of technical and professional competence in relation to the functions of the Democratic and Electoral Services team and provide direction, advice, guidance and support to team members in the delivery of services. To oversee the Council's policy review schedule and support the production and revision of Council strategies and policies as and when required.
- To support the Policy and Governance Manager and to deputise from time to time.
- To manage a personal workload appropriate to the skills and abilities of the post holder as determined by their line manager

This is what we need you to do at Grade D

- Manage, motivate and support the Democratic and Electoral Services Team and coordinate the delivery of their work, providing guidance and direction ensuring that productivity and customer satisfaction remains of a high standard and the service remains resilient and able to meet demand.
- Ensure legislative and corporate compliance for democratic decision making so that Members and officers are able to make sound decisions and undertake appropriate scrutiny within the requirements of the law and constitution and are properly supported in their meetings and decision making.
- Support the service lead in providing a comprehensive induction for new Members and support the ongoing development and delivery of a programme of learning and development for all Members to support them in their roles.
- Support Democratic Services Officers in the provision of administrative and organisational support to the Council's civic function and associated civic engagement programme.
- Oversee the electoral registration process ensuring that the register is complete and up-to-date and co-ordinate the preparation, publication and display of the electors' lists and registers within the statutory deadline.
- Support the service manager in promoting participation in and successful delivery of all aspects of election and referenda held within the District, in line with statutory requirements.
- To draft or assist with drafting strategy, policy, briefing and other documents required in support of policy development.
- To ensure that strategies and policies are reviewed in accordance with the Council's policy review schedule.
- Develop and implement service plans that contribute to the council's priorities in accordance with the requirements of the Policy and Governance Manager deputise in their absence.
- Maintain and develop constructive relationships; generate effective engagement and clear communication creating a collaborative working environment that supports performance and continuous service development.
- Support the service manager in pursuing options for income generation and business growth, ensuring that quality, customer focused and value for money decisions are made.
- Work collaboratively with managers and officers to identify and address any skills, knowledge and expertise within the team and inform service and work development plan.
- Work outside of core hours, including attending evening meetings and additional hours during an election period for which an additional fee, determined by the Returning Officer or national rules, is to be paid.
- Take on any other additional duties as reasonably required.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

Experience

- Experience of successfully leading on projects which has reflected in positive change.
- Experience of managing a team.
- Experience of managing budgets.
- Experience of coping well under pressure and dealing with difficult situations.
- Undertaking research and preparing and presenting accurate reports and information.
- Thorough understanding of local government and democratic decision making processes.
- Demonstrable experience of providing governance support to and working collaboratively with elected Members, senior officers and a variety of other stakeholders.
- Well-developed understanding and knowledge of the electoral legislative framework.
- Demonstrable experience of providing advice on behalf of the Returning Officer.

Knowledge, Skills and Understanding

- Ability to oversee the work of others, providing advice, guidance and support.
- Developed and effective organisational and implementation skills.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to identify and respond to political context advising senior officers where required.
- Negotiation and engagement skills and ability to develop positive relationships with Members and stakeholders.
- Ability to work the changing technology and embrace change and digital transformation.
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Behavioural attributes

Aligns with our Values and Behaviours ([Available here](#))

Expected to perform at level 2 of Gloucester City Council's Behaviours Framework

Education & Qualifications

Essential

- Graduate level qualification or equivalent in experience

Desirable

N/A