*East Herts Council*

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| **HOS GENERIC JOB DESCRIPTION** |

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• This form summarises the purpose of the job and lists its key tasks.

• It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

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| **Job Title :** | HEAD OF LEGAL AND DEMOCRATIC SERVICES | **Grade: 13** |
| **Accountable To :** | LEADERSHIP TEAM |  |
| **Reports To:** | CHIEF EXECUTIVE |  |

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| **JOB SUMMARY** |
| In addition to overseeing the implementation of policies, projects and programmes, Heads of Service are expected to actively shape future strategy by identifying gaps or constraints in the current provision in line with customer and wider societal needs. They will identify and manage linkages and trade-offs across services. They are responsible for allocating resources of their services to meet the future challenges they face. They are ultimately responsible and accountable for the performance of the services they provide either directly or by commissioning. They will be a member of the Council’s Leadership Team shaping, owning and driving the corporate strategy and resourcing decisions across the council. They will work proactively with councillors and partners across all sectors to further the ambition and priorities of East Herts. |

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| **KEY ACCOUNTABILITIES** |
| 1. ***Strategic Management/leadership***    * To provide strong leadership across the council, actively demonstrating the council’s values and behaviours, including strong people management, dealing with issues at an early stage.    * In partnership with other members of the leadership team and executive team, to deliver within the framework of the council’s financial strategy, the council’s policy objectives as set out in the corporate strategic plan or equivalent. Ensuring continuous improvement, cultural change and organisational development.    * To be politically aware and responsive.    * To champion and promote equality of opportunity and diversity in service delivery and employment.    * To act as an ambassador for the council at local, regional and national events. |
| 1. ***Service Management***    * To be a member of the leadership team for a portfolio of services    * To develop, maintain and implement the service plan for the council and their services, ensuring achievement of continuous improvement.    * Stay abreast of developments in best practice and legislative and other changes and integrate them into day-to-day work and the development of strategies and plans.    * To ensure that effective arrangements are made for health & safety, risk management and business continuity for the service.    * To ensure that communication and implementation of all corporate policies and processes within services take place in a timely and effective manner. |
| 1. ***Customer Service***    * In consultation with customers, elected members and drawing on good practice elsewhere, ensure that the service delivers high quality services (direct and support) that meet customers’ needs and are value for money.    * Develop and maintain and communicate a vision for customer service, quality and continuous improvement.    * Ensure that effective systems are in place to monitor service quality and customer expectations and experiences and use this information as a basis for improving service delivery. |
| 1. ***Financial management***    * Contribute to the annual and medium term review of the council’s financial and service planning process by providing timely and accurate information as required.    * Manage portfolio of services within revenue and capital budgets and provide accurate financial forecasts as required; ensuring value for money services.    * Comply with the council’s financial and procurement regulations.    * Seek out opportunities for the council to provide services that are value for money, exploring opportunities and alternative service delivery methods to ensure service budgets are used effective. |
| 1. ***Performance***    * Set clear objectives and explain them in relation to organisational strategy and priorities; resource tasks appropriately, manage flexibly to meet planned and unexpected requirements; identify and develop contingencies and strategies to meet barriers to improvement, efficiency and quality.    * Ensure that the leadership team is regularly briefed on performance, kept informed about progress and given timely advice on policy options and their implementation.    * To operate within the council’s regulations, policies and procedures in respect of all resources. |
| 1. ***Business Development***    * Keep up to date with best practice, regulation and other changes that relate to the services. Advise leadership team and elected members as required.    * Seek continuous improvement and innovation in services, regularly reviewing policies, processes, procedures and making best use of information and communications technology.    * Develop productive relationships with private and voluntary sector partners who contribute to the delivery of the council’s strategic plan.    * Take an active role in partnership with officers of the council on the delivery of cross-cutting and strategic programmes and priorities. |
| 1. **Communications**    * To contribute to the council’s processes on communications both internal and external and to ensure excellent relationships are maintained with elected members, partners, the public and the media.    * Actively seek out opportunities to work with other organisations, responding to the opportunities presented by partnership working to realise their full potential to enrich council services.    * Act as an advocate for the council and create opportunities to enhance the council’s performance, reputation and image externally with local and other stakeholders. |
| 1. **Statutory Monitoring Officer Duties**    * To be the Monitoring Officer in accordance with s5 of the Local Government and Housing Act 1989.      + The Monitoring Officer will maintain an up-to-date version of the Constitution and will ensure that it is widely available for consultation by Members, officers and the public and that its aims and principles are given full effect.      + The Monitoring Officer will have the confidence of taking a report to Council, or to the Executive in relation to an executive function, if he or she considers that any proposal, decision or omission would give rise to unlawfulness or if any decision or omission has given rise to maladministration.      + The Monitoring Officer will contribute to the promotion and maintenance of high standards of conduct through provision of support to the Performance, Audit and Governance Oversight Committee.      + The Monitoring Officer together with the Independent Person if appropriate will conduct investigations into Councillor complaints including those of Town and Parish Councils      + The Monitoring Officer will ensure that there are procedures in place for executive decisions, together with the reasons for those decisions and relevant officer reports and background papers, to be made publicly available as soon as possible.      + The Monitoring Officer will advise whether decisions of Council or the Executive are in accordance with the budget and Policy Framework.      + The Monitoring Officer will provide advice on the scope of powers and authority to take decisions, maladministration, financial impropriety, probity and budget and policy framework issues to all Members.    * To act as Proper Officer for Local Government Act functions.    * To act as Deputy Returning Officer in European, Parliamentary and local elections, if required by the Returning Officer. |
| 1. **Other**  * Senior Information Risk Owner (SIRO) The SIRO is responsible for the Council’s overall information governance strategy and will be responsible for appointing the Data Protection Officer, the Specific Point of Contact, and the Information Asset Owners. The SIRO is accountable for the Council’s compliance with information governance legislation. * Emergency planning activities as directed by Chief Executive * To ensure services and staff comply with the council’s safeguarding policy * Any other duties that may be required by the council in accordance with your role. |

*East Herts Council*

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| **STANDARD PERSON SPECIFICATION** |

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| **Accountable To :** | LEADERSHIP TEAM | |
| **Reports To:** | CHIEF EXECUTIVE | |
| ***KEY CRITERIA*** | | ***JOB REQUIREMENTS*** |
| 1. ***Qualifications & CPD*** | | * Legally qualified, legal experience at a senior level and professional membership * Degree or relevant professional qualification and/or organisational development within the service portfolio * A management qualification is desirable. * Evidence of commitment to own continuing professional development. |
| 1. **Background and experience** | | * Experience in managing a service or equivalent * Evidence of formulating, leading and implementing changes in service provision * Experience of leading and managing culture change * Knowledge and experience in budgetary control and performance management   **Desirable:**   * Proven experience of providing advice and guidance to members at Council, Executive and other Committee meetings * Proven experience of dealing with Councillor Code of Conduct matters and management of standard committee hearings * Proven experience of acting as the Deputy Returning Officer at any general, parliamentary or local elections |
| 3. ***Knowledge, Skills & Attributes*** | | * Evidence of the ability to work at the political interface * Evidence of the ability to work with a high degree of initiative and independence * Evidence of the ability to give advice on a range of services using specialist knowledge, skills or experience to a range of audiences * Evidence of the ability to influence and win the support of others within the Council * Evidence of the ability to apply innovative thinking to solve complex problems * Evidence of the ability to set service related aims and objectives and the performance management of subordinates * Evidence of the ability to communicate effectively, including report writing and presentational skills. * Evidence of the abiliity to present well reasoned, convincing cases on complex matters * Awareness of key issues facing Local Government currently. |
| 4. ***Personal Attributes*** | | * High integrity with an open, honest and objective management style * Ability to sustain good working relationships * Ability to provide inspirational and enthusiastic leadership * Ability to work at pace * Comfortable working in a context of Volatility, Uncertainty, Complexity and Ambiguity (VUCA) |
| 5. ***Communication*** | | * High level written and oral communication skills/ Good presentation skills * Excellent influencing and negotiating skills are essential, as is the ability to engage peers, partners and stakeholders in partnership working. |
| 6. ***Special Circumstances*** | | * Politically restricted post * Be flexible in terms of working hours, office/location, and use of IT, to deliver the business needs of the council including attending evening meetings * Ability to travel within Hertfordshire and beyond |