

MALDON DISTRICT
COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Committee Services Advisor

(FM18 SD07)

Maldon District Council
Job Description: FM18 SD07

Job Title	Committee Services Advisor
Service Area	Strategy, Performance & Governance
Grade	E (SCP 17-20)
Job Reference	FM18 SD07

Reporting to	Responsible for
Programmes, Performance & Governance Manager	Not applicable

Team Purpose
To enable the council to make informed and robust decisions in the right way and own the corporate approach to performance management.

Role Purpose
To co-ordinate and deliver of key corporate support service to the Council, its Members and internal Directorates, and also the public ensuring compliant with statutory obligations placed upon the Council, having regard to legislation, professional guidance and the Council's policies.
To maintain the Modern.Gov (Digital Committee Management) system, ensuring delivery of the system including providing support, training and resolving any issues (of varying complexity) as they arise.



Key Accountabilities

- To deliver District- wide Committee Services to support the Council's democratic decision-making structure and processes to ensure that elected Members of the Council have the means and information to carry out, through formal meetings and Officer support and the decision-making duties.
- To ensure arrangements enable the public to participate in a timely manner, obtain information relating to and provide specialist advice to customers, including Councillors and senior managers on the committee and decision making processes of the Council.
- To build a thorough understanding of the council's constitution and operating guidance. Provide advice and guidance to councillors and senior staff including directors, relating to the operational protocol
- To advise Councillors and Senior Officers (including Directors) on, and help ensure compliance with governance matters, in particular:
 - rules of procedure at meetings;
 - the Council's constitution (including the prompt updating and circulation);
 - application of the Members' Code of Conduct;
 - the effect of new legislation to areas of the council which the Committee Services Team is responsible for implementing.
 - Ensure that arrangements are in place for Members of the council to participate in and operate within the constitution and agreed decision making processes
- To provide advice to Committee Chairman and Members on Constitutional arrangements for Committees
- To provide wider support and administration of the Council and Committee processes to ensure that the needs of Members, officers and the public are met including:
 - Ensuring that committee documentation is prepared, dispatched, issued and published in accordance with service standards and statutory timescales. Ensuring that Officers meet internal deadlines for the submission of draft reports. Amending reports and advising and training internal staff to ensure good quality committee reports are produced?
 - Ensuring proper public notice is given of council and committee meetings, including hearings, to comply with statutory requirements;
 - Ensuring necessary arrangements are in place so meetings are able to proceed using digital agenda only and that audio recordings of meetings are published on the Council's website.
 - Attendance at meetings of the council and its committees (during and outside of normal office hours);



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- preparing accurate and precise written records of proceedings (Minutes) and decisions taken and business conducted at all public meetings which reflect the decisions taken at the meeting and accord with service guidelines.
- Providing, sometimes in a pressurised environment, sound and accurate advice on the conduct of meetings.
- Maintaining the committee section of the website, ensuring excellent user experience
- To undertake, follow up and implement decisions or actions arising from Council / Committee decisions, as necessary. Ensuring that a transparent and effective committee decision making process exists for council (and its committees and sub-committees) to exercise its powers and duties
- To disseminate to Officers, members of the public, local organisations, partners and the media information about the meetings of the Council / Committees.
- To carry out various administrative tasks for which the Committee Services Team is responsible, including:
 - Maintenance of complete and accurate Registers of Interest for District and Parish Councillors;
 - Production and co-ordination of the Committee Schedule of meetings in liaison with internal officers, Members and external partners.
 - Maintenance and improvement of the council's website, specifically those areas relating to Council, Committee and Member Services, for the benefit of internal and external customers
- To carry out functions relating to the Modern.Gov (digital Committee Management) system, including:
 - managing the software, including liaison with the software manufacturer and scheduling system upgrades etc.;
 - ensuring continuous delivery of the system, identifying and implementing improvements and their roll out;
 - acting a point of contact for all enquiries from members of the public, Councillors and Officers and resolving any issues (or varying complexity).
 - providing training and support for Officers and members to support effective committee delivery;
 - identifying further improvements and implementation of additional features of the software;
- To maintain a working knowledge of legislation, particularly in the areas of committee administration and emerging corporate governance.
- To ensure high levels of confidentiality at all times, including the storage and distribution of committee reports withheld from publication in order to safeguard confidentiality.

Appointment and progression through grades will be based on the needs of the business.



Key Objectives	
Working with customers	<p>Interacting and responding to internal customers through multiple channels (including Modern Gov). Working closely with Members and colleagues to improve customer service and highlight opportunities for empowering customers further.</p> <p>Managing customer issues through triage, able to assess issues to be resolved by other teams. Building customer enabling and prevention opportunities into everyday routine in order to reduce customer demand.</p> <p>Providing detailed advice and guidance to Members and internal staff of all levels to ensure compliance with the constitution</p>
Working towards the Corporate Plan	Monitoring and reporting progress on the delivery of the objectives of the Corporate Plan.
Knowledge of services	Excellent understanding of strategy and services across the council and an excellent knowledge of the terminology and acronyms used by the services.
Using systems effectively	<p>Excellent IT skills and ability to learn new systems quickly and effectively. Working knowledge of Microsoft applications is essential. Knowledge of a Committee Management system is highly desirable.</p> <p>Responsible for management, updates and developments to the the Modern.Gov (digital Committee Management) system.</p>

Specific Tasks	
Case management skills	<p>Manage and process complex or contentious cases where specialist expertise and judgement are required, acting as a single point of contact for customers on those cases.</p> <p>Advising the Customer Solutions team as appropriate.</p>
Team work and working with others	Working effectively as a Committee Services Team and collaboratively with specialists across teams to provide a seamless service to customers, collaborating on strategy, corporate projects and managing key relationships with



Specific Tasks	
	<p>customers across the Council and other stakeholders as appropriate.</p> <p>Identifying solutions to complex problems that may be raised in Committee meetings and provide accurate guidance on the Council's constitutional documents and Committee procedures.</p>
Enquiries, reports and service requests	<p>Providing internal and external advice. Developing and maintaining relationships with key stakeholders and partners. Providing advice and input on all matters relating to Committee Services. Prepare and present reports to the Council, Committees or other internal or external meetings as required.</p>
Processing and administration	<p>Accurately update all relevant information systems, both customer and back office ensuring that the "golden customer record" is maintained through verification and validation and in accordance with Data Protection and General Data Protection Regulations (GDPR) principles.</p>
Ability to support corporate projects	<p>Developing and managing council policies including responding to emerging legislation, best practice and guidance ensuring continuous development and improvement in services. Contributing to strategy, performance and quality control and service / financial planning for specialist areas.</p>
Strategy and policy	<p>Provide advice and input to corporate strategy and policy and corporate programmes as required.</p>
Performance	<p>Contribute to the development of performance and quality control Performance Indicator's in one or more specialist area.</p>

Qualifications
<p>Educated to A level or equivalent experience in Committee Services</p>



Knowledge, Skills and Experience

Significant experience and knowledge of practices / methodologies of Committee Services in a local authority including committee processes, an in-depth working knowledge of legislation and providing an administrative service to high level meetings, including writing formal Minutes.

Specialist Knowledge

Sound knowledge of legislation relating to Committee administration and corporate governance

Special Requirements

Emergency Planning	This post will be on occasions required to take part in the council's emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours. A separate payment for election duties will be made as determined by the regional Elections Committee.
Politically Restricted	This post is politically restricted.
Hours of Work	The post will require the regular administration of meetings outside of traditional office hours.

Standard Terms

1. To comply with appropriate legislation, service and council policies.
2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures.
3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.
4. To support the council's equalities and diversity policies.
5. To operate within the council's IT policies and data protection rules and regulations.
6. To operate within the council's financial regulations.



	<p>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</p> <p>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</p> <p>9. Any other reasonable duties as may be required from time to time</p>
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Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]: see the framework in the Performance Review Toolkit for a full list behavioural indicators	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a



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practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

This post is a politically restricted post.

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

TASKS LIST HERE

Modern.gov App

Upload and manage new District Councillor records and decommission expired;

Upload and manage Register of Interests on behalf of District Councillors

Upload and manage new Parish/Town Council Councillors

Upload and Manage Register of Interests on behalf of the above

Upload all new postcodes

Manage changes to Parish Clerks and upload/decommission records as appropriate

Train all Members on Mod.gov and update them on changes within the application

Train Officers on Mod.gov

Responsible for developing the application looking at report management across the Council



