

MALDON DISTRICT  
COUNCIL

Princes Road  
Maldon  
Essex CM9 5DL

[www.maldon.gov.uk](http://www.maldon.gov.uk)



**Lead Elections & Democratic Services Manager**

**(FM18 RD09)**

<b>Job Title</b>	<b>Democratic services Manager</b>
<b>Service Area</b>	<b>Service Delivery / Strategy, Performance &amp; Governance / Resources</b>
<b>Grade</b>	<b>K (SCP 41-44)</b>
<b>Job Reference</b>	<b>FM18 SD19</b>

<b>Reporting to:</b>	<b>Responsible for:</b>
Programmes Performance and Governance Manager and Resources Specialist Services Manager	Committee services advisors Electoral services co-ordinator Functionally responsible for all involved in elections delivery

<b>Team Purpose</b>
To enable the council to make informed and robust decisions in the right way and own the corporate approach to performance management. To provide a range of timely, effective support services; ensuring compliance and enabling the organisation to deliver for its customers

<b>Role Purpose</b>
<ul style="list-style-type: none"> <li>To lead and manage a team of multi-skilled, professionals across elections and committee services</li> <li>Lead technology improvements in both areas utilising our Elections Express system and Modgov for Committees.</li> <li>Understand the Constitution and legal requirements and provide advice and interpretation where required.</li> <li>Ensure Council meets its statutory obligations and that the highest standards of probity and good conduct are maintained at all times.</li> <li>Map processes and seek areas for efficiency for both areas and ensure good knowledge transfer and building across the organisation</li> </ul> <p>To lead all aspects of the electoral processes in accordance with the law and specific standards that local and parliamentary elections, as well as any referenda, can take place.</p>

<b>Key Accountabilities</b>
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- Responsible for delivering all Electoral Services Duties, including leading on all elections and managing all aspects of electoral registration
- Own and lead Committee developments, and ensure full meeting support and statutory deadlines are met.
- Act as Deputy Returning Officer for all Elections.
- Support, guide and advise Members and staff, including through delivering training
- Provide functional leadership in the two areas
- Owning key professional and technical stakeholder relationships
- Working collaboratively with colleagues across the organisation

<b>Key Objectives</b>	
<b>Working with customers</b>	<p>Take responsibility for ensuring that the Council's decisions and policies are implemented including instruction from the Returning Officer for Elections.</p> <p>Ensure committee decisions are reflected in constitutional updates and working practices to ensure good governance</p> <p>Lead the team to ensure the electoral roll and associated customer records are kept up to date, and treated in line with legislative guidance</p> <p>Develop good relationships with senior staff and Members and ensure good communication and working relationships. Working with colleagues to improve customer service and highlight opportunities for empowering customers further.</p>
<b>Working towards the Corporate Plan</b>	<p>Contribute to performance and efficiency goal through continual improvement, and driving technology improvements in the two areas</p> <p>Deliver agreed objectives and services associated with the Corporate Plan.</p> <p>Accountable for the delivery of Elections, impacting on all customers and our democratic delivery in the district</p> <p>Contribute to and implement a strong vision for the service areas which delivers ambitious, innovative and forward-thinking approaches.</p> <p>Ensure the work of services is high quality and achieves its objectives, by effective performance and risk management.</p>
<b>Knowledge of services</b>	<p>In depth understanding of Elections and Committee management, being professionally qualified/ proven track record in elections and good understanding of the operation of committee services..</p> <p>Interpret and ensure Council meets its statutory obligations and that the highest standards of probity and good conduct are maintained at all times.</p>



Key Objectives	
	Excellent understanding of the strategy and services across the council.
<b>Using systems effectively</b>	Develop and maintain a technology-based approach to the Council's committee cycle whilst retaining governance requirements.  Lead development of the elections Express system and Committee Modgov System.

Specific Tasks	
<b>Case Management skills</b>	Deliver efficient electoral services which comply with electoral registration and elections legislation and meets the performance standards set by the Electoral Commission  Ensure an efficient and effective process exists to provide agenda management and support for meetings of the Council's committees, and other meetings as required.  Add an external view of how other authorities and organisations manage their constitutional and electoral processes and advise the Council on best practice to help develop.
<b>Team work and working with others</b>	Ensuring that the teams work collaboratively across the organisation and provide good management support to day to day delivery.  Contribute to the leadership of the organisation, ensuring a high calibre, motivated and effective and empowered workforce. Acknowledge good performance and tackle poor performance positively and effectively.  Provide expert advice and guidance to senior staff and Members to ensure good standards of delivery across elections and committees. Managing key relationships with stakeholders.
<b>Enquiries, reports and service requests</b>	Managing across two teams, and ensuring specialist advice and guidance is given to Members, Officers and the public. This will often involve measured decision making, and interpreting Constitutional and legislative documents where the team require support.  Managing the development and maintenance of the relationships with key stakeholders and partners associated with the two areas, including attending



<b>Specific Tasks</b>	
	<p>strategic partnership meetings and representing the Council.</p> <p>Managing the team's specialist advice and performance monitoring to ensure expected standards are met.</p> <p>Prepare and present reports to council committee meetings.</p>
<b>Processing and administration</b>	<p>Responsibility for the Elections Team budgets and monthly monitoring and forecasting to ensure within budget</p> <p>Access and 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 principles</p> <p>Own Modgov and Express system developments, project manage a development timetable to ensure a move to more digitised processes.</p>
<b>Ability to support corporate projects</b>	<p>Lead the teams to deliver on Corporate Priorities</p> <p>Manage and deliver corporate projects, ensuring good control and project management approaches to delivery.</p> <p>Identify ways to provide resource to be directed at strategic initiatives and corporate projects where relevant.</p> <p>Take an entrepreneurial approach to identifying and pursuing as appropriate, all additional sources of funding, ensuring efficient processes and new more effective ways of delivering services.</p>
<b>Strategy and policy</b>	<p>Contribute to and implement a strong vision for the service areas which delivers ambitious, innovative and forward-thinking approaches.</p> <p>Manage and lead projects to achieve the most effective services possible for the community, partners and the Council.</p> <p>Uphold the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality, data protection and open government are maintained.</p>



<b>Specific Tasks</b>	
<b>Performance</b>	<p>Ensure that the council's policies in these specialist areas are adhered to across the council by all teams.</p> <p>Lead, develop and manage a technology driven approach to the key process delivery within elections and committees.</p> <p>Promote an organisational culture that empowers and motivates staff and achieves good communication, positive employee relations and effective employee development</p> <p>Provide robust management within the two functional areas, and a clear sense of direction.</p> <p>Agree personal targets with staff, carrying out regular performance reviews and appraisals.</p>

<b>Qualifications</b>
<p>Educated to degree level / NVQ 5 or significant relevant experience.</p> <p>Project Management qualification or qualified by strong relevant experience in project delivery.</p> <p>Member of relevant professional body such as ADSO. or Association of Electoral Administrators (AEA).</p>

<b>Knowledge, Skills and Experience</b>
<p>Extensive working knowledge of all council services including working practices/methodologies of committees and elections as specialist areas.</p> <p>Significant experience of managing and motivating a team of technical and professional staff.</p> <p>Experience of implementing and governing a complex portfolio of service and technical policies.</p> <p>Experience in Modgov committee management system or express elections management system.</p> <p>Experience of legislative interpretation and governance and Constitutional maintenance in line with decisions made and emerging best practice.</p> <p>Experience of delivering projects and programmes of work.</p> <p>Ability to work flexibly and demonstrate adaptability.</p>



**Knowledge, Skills and Experience**

Able to lead and own statutory delivery.

**Specialist Knowledge**

Excellent understanding of governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality, data protection and open government and the importance that they are maintained.

Excellent understanding of what good customer service would look like in democratic services, and the competing expectations of Members, Staff and the Public, with a solution focussed approach for managing competing priorities.

Service and financial planning experience.

Excellent track record for project delivery and strong project management experience.

Budget management and monitoring, ideally with specific track record for elections budget management.

Risk management awareness.

Process mapping and knowledge transfer experience, that will aid in ensuring processes are clear and understood across the organisation.

In depth understanding of committee services and elections, and the technical systems that are in use.

**Special Requirements**

<b>Emergency Planning</b>	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.
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<b>Election Duties</b>	<p>This post will be Deputy Returning Officer for all Elections. It will be expected to lead election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>
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Special Requirements	
Disclosure Barring Scheme	This role is not subject to a DBS check.

Standard Terms	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and council policies.</li> <li>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.</li> <li>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.</li> <li>4. To support the council's equalities and diversity policies.</li> <li>5. To operate within the council's IT policies and data protection rules and regulations.</li> <li>6. To operate within the council's financial regulations.</li> <li>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</li> <li>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</li> <li>9. Any other reasonable duties as may be required from time to time</li> </ol>
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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:

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





<b>Leadership Competencies</b>	
<b>Providing Direction</b>	Shaping a vision and environment that enables, inspires and influences others, providing them with a clear sense of direction and purpose.
<b>Collaborative Working</b>	Developing alliances and engaging effectively with partners and stakeholders for the benefit of the Council.
<b>Change Management</b>	Embracing change and continuous improvement for a more effective Council.
<b>Achieving Success</b>	Providing excellent leadership to help others perform at their best and create effective and efficient service delivery.

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 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.**

<b>Signed (Job Holder):</b>		<b>Date:</b>
<b>Signed (Service Lead):</b>		<b>Date:</b>

