



JOB DESCRIPTION

DEPARTMENT

Corporate Services

JOB TITLE

Committee Services Team Leader

HAY GRADE

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SALARY RANGE

£30,148 to £32,585

RESPONSIBLE TO

Head of Corporate Services

RESPONSIBLE FOR

Two/Three Committee & Member Services Officers

HEALTH CONSIDERATIONS/RISK/SURVEILANCE REQUIRED

Out of hours working, lone working within office environment

DESCRIPTION OF DUTIES AND RESPONSIBILITIES

OVERVIEW

Hart District Council are looking for a motivated and enthusiastic individual to lead our Committee Services Team to provide comprehensive, responsive, efficient and effective support.

The post will require the ability to:

- Adapt to the organisation's needs, to be innovative and creative in developing new and improved ways of working and offer a proactive and politically sensitive approach to matters, often in the strictest confidence.
- Be confident and tactful in dealing with elected members and senior officers and be able to think logically and plan ahead.
- Make a positive contribution to the Council's core values by being helpful, approachable, responsive and taking ownership of challenges and problems, while making customers feel warm, welcome, wanted and cared for.

Dimension of Job

- To provide high levels of customer service both internally and externally.
- To promote the HART values by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with effect and authority.

Key Contacts/Communications Links

Internal

- Joint Chief Executives
- Heads of Service
- Line manager
- PA to Joint Chief Executives
- Members
- Senior Officers

External

- Residents and/or members of the public

Key Responsibilities/Specific Duties

Corporate Support

1. Line manage a team of Committee & Member Services Officers to meet Leadership Team expectations and timescales.
2. Manage the support teams' workload by identifying work streams and prioritising to ensure all work is completed within target dates and meeting appropriate standards of accuracy and consistency.

Democratic Support

3. Oversee the Committee administration process for Council Committee meetings and lead member meetings specifically in respect of:
 - Arranging meetings
 - Preparation of agenda and reports
 - Attending meetings
 - Preparing minutes
 - Carrying out follow up action
 - Monitoring the Committee process
 - Providing administrative support to the scrutiny process
4. Advise on the procedural and administrative aspects of the Committee process and constitution; to assist Chairman, Lead Officers and senior officers on the conduct of meetings and provide briefings as necessary.
5. Work with the Monitoring Officer to ensure that the Council's Constitution is reviewed and kept up to date
6. Undertake the administration of standards complaints and to assist the Monitoring Officer and Deputy Monitoring Officer during the investigations process – to include liaising with the Independent Persons.
7. Assist in Electoral Registration and Electoral Services as required.

8. Attend meetings as required (the post holder will need to be flexible in working hours).

Leadership Support

9. To work with some autonomy, to effectively deliver executive support that meets the needs of the Leadership Team, service or project, seeking advice when required to effectively delegate or escalate enquiries.
10. Ensure issues are dealt with in line with the Joint Chief Executive's views, exercising judgment in their absence and referring appropriately to other members of the Leadership Team
11. Take ownership of calls/enquiries and ensure that outstanding tasks are followed up and dealt with to the satisfaction of both the customer and the Council.
12. When required, ensure that proper arrangements are in place to deliver effective diary management and arranging meetings on behalf of the Leadership Team.
13. Prepare letters, reports, spreadsheets and presentations on behalf of the Leadership Team with a high degree of confidentiality and accuracy.
14. Attend meetings as required to take and produce clear, concise minutes, ensure prompt circulation of these and manage the actions arising.
15. Assist with special projects (under guidance).

STANDARD CLAUSES

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health

and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the postholder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Revised (Date)

Hay Job Evaluated (Date)



PERSON SPECIFICATION

POST: [INSERT POST TITLE]

The HART Core Values:

Hart District Council aims to recruit candidates who are committed to delivering our core values. It is our aim that customers should feel warm, welcome, wanted and cared for when they are interacting with our services. To achieve that, all staff are expected to be helpful, approachable, responsive, and to take ownership, to ensure challenges, problems or enquiries are dealt with and appropriately concluded.

This person specification sets out what we are looking for when recruiting to the above post. The essential and desirable attributes we are seeking for this role are set out below:

CRITERIA	ATTRIBUTES	ESSENTIAL (E) OR DESIRABLE (D)	METHOD OF MEASUREMENT
EDUCATION/ QUALIFICATIONS	<ul style="list-style-type: none"> • Good level of education (e.g. GCSE standard in maths and English as a minimum) 	E	Application Form / Interview
EXPERIENCE/ KNOWLEDGE	<ul style="list-style-type: none"> • Excellent written and oral communication and interpersonal skills 	E	Application Form / Interview
	<ul style="list-style-type: none"> • Ability to build strong working relationships and to collaborate with others to achieve results 	E	Application Form / Interview
	<ul style="list-style-type: none"> • High degree of organisation skills and ability to manage 	E	Application Form / Interview

	<p>priorities in a fast changing environment.</p> <ul style="list-style-type: none"> Committed to providing high quality customer service 	E	Application Form / Interview
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Being able to work to deadlines and to prioritise work effectively. Ability to interpret and analyse data Experience within a local authority environment Evidence of full range of administration experience. Computer literate and proficient in Microsoft Office software. Ability to make customers feel warm, wanted, welcome and cared for. Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome 	E E E E E E E	Application Form / Interview Application Form / Interview
PERSONAL QUALITIES/ APTITUDE	<ul style="list-style-type: none"> Positive attitude – You look at life as an opportunity and are happy to roll up your sleeves until the task is done, finding outcomes that residents/elected Members or the organisation want. Using finance as a 	E	Application Form / Interview

	<p>mechanism to 'can do' rather than 'no way'.</p> <ul style="list-style-type: none"> • Modest – developing and building positive work relationships, recognising that everyone in the organisation contributes and everyone, no matter their seniority, deserve to be treated with respect. • Personally independent – innovative and creative, searching for alternative solutions and being personally accountable for your own actions and those of your team. Looking for opportunities to keep your skills and knowledge up to date. • Thinking long term – taking the initiative in using change to improve services. Genuinely listening to staff, stakeholders and elected members, identifying areas for improvement and making sure these are implemented. • Positive about sharing – enthusiastic and knowledgeable about the service and the Council and self-confident in sharing ideas and opportunities using feedback to improve. • Sincere – friendly, fair and easy to work with. Showing honesty, 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form & Interview</p>
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	<p>sincerity and integrity in all matters recognising that you may need to use different approaches to communicate effectively with different people to help their understanding.</p> <ul style="list-style-type: none"> • Driven - A person with strong achievement drive, who demonstrates the highest level of personal credibility, integrity and reliability. • Commitment to professional and personal development. • Ability to manage own time. • Commitment to delivering the best possible services for residents, and internal and external customers 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form & Interview</p> <p>Application Form & Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>
<p>MISCELLANEOUS /OTHER WORKING REQUIREMENTS</p>	<ul style="list-style-type: none"> • Full driving licence and access to a car for work purposes. • Attending meeting and events out of office hours as required. • Ability to travel to other areas as required by job role. 	<p>E</p> <p>E</p> <p>E</p>	<p>Application Form & Interview</p> <p>Application Form & Interview</p> <p>Application Form & Interview</p>

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Signatures:

Post Holder

Manager