



Role Title: Legal and Democratic Services Manager
Service: Corporate and Customer Services
Directorate: Transformation and Resources
Accountable to: Head of Corporate and Resources Services
Grade: SM3
Car Category: Casual

Purpose of role

- To act as Solicitor to the Council and perform the duties of the Council's Monitoring Officer under the Housing and Local Government Act 1989 and Local Government Act 2000 and any subsequent and amending legislation, including the role in relation to Parish Councils;
- To have overall responsibility for the provision of effective and efficient Legal and Democratic services, ensuring the provision of a comprehensive, proactive service to the Council and Councillors (and the general public in respect of Land Charges)

Key Objectives

1	To be responsible for the effective management of Legal and Democratic Services and, in particular to ensure the provision of high quality, professional legal advice and legal services to the Council, its Cabinet, Committees, Sub-Committees, and Working Parties (including arranging appropriate attendance), individual Councillors in connection with their duties and responsibilities and Officers employed by the Council.
2	To ensure the Council is advised regarding the implications of all new and current legislation, regulations, judicial decisions etc., which may affect any of the Council's operations.



3	To act as Solicitor to the Council and perform the duties of the Council's Monitoring Officer under the Housing and Local Government Act 1989 and Local Government Act 2000 and any subsequent and amending legislation, including the role in relation to Parish Councils.
4	To manage and develop the Standards Committee procedures to ensure that all complaints are assessed, reviewed, investigated and heard according to statutory requirements, and support and develop the Independent Person and Reserve Independent Person in their roles on the Standards Committee, and perform the same function in relation to Members of the IRP.
5	In conjunction with the Returning Officer, Deputy Returning Officer and Electoral Registration Officer ensure that all Election Processes, including General, European, County, District and Parish, are effectively managed, resourced and delivered to meet all statutory requirements and standards;
6	To ensure the proper preparation of all legal documentation required to implement decisions made by the Council; the provision of advice and support on all legal and member service matters to other services, and appropriate representation of the Council at the Magistrates' Court, County Court and higher courts and at Tribunals and Public Inquiries, including as appropriate personal attendance and representation.
7	To be responsible for the oversight of the management of Democratic Services and in particular, to ensure all meetings of the Council and its Committees and Sub-Committees are compliant with the appropriate rules, that meetings of the Cabinet or Working Groups are professionally supported and administered.
8	Provide leadership and management to staff within Legal and Democratic Services and ensure the objectives of its staff are commensurate with service and corporate goals.
9	Liaise with any appropriate external agencies, authorities, and professional and government bodies to facilitate improvements to Legal and Democratic Services and to keep up to date with developments affecting the service.



10	Consistent with the principles of Best Value, ensure a systematic review of all procedures, structures and costs, to ensure value for money and effectiveness within the Service; take initiatives to develop Legal and Democratic Services as a proactive, rather than reactive, service.
11	Play a leading role as a member of the Management Team and handle the development of IKEN (case management software), member services software, on-line legal resources and the implementation of Legal and Democratic Services Performance Indicators.
12	Upon request and on behalf of the Corporate Management Team, to investigate and report in respect of final stage formal complaints following final determination by Service Heads and to co-ordinate the Council's response to complaints made to the Local Government and Housing Service Ombudsmen.
13	To have particular responsibility for advising on governance issues and to personally deal with allegations of member misconduct as appropriate.
14	To undertake more complex corporate matters which require detailed knowledge across a number of other disciplines and an ability to act in a corporate as well as a specialist role.
15	To coordinate the delivery of Regulation and Investigation acts as procedures and/or requirements, acting as the Council's Senior Responsible Officer.
16	To maintain and develop the Council's constitution and related arrangements, e.g. Whistleblowing Code, Officer/Member Protocol.
17	To advise, support and regularly brief Portfolio holders and Shadow Portfolio holders to enable them to perform their roles and advise and support Members including arrangements for Member Development.
18	To deputise for the Head of Corporate and Customer Services when required.



Scope

This role is a key part of the senior management team within the Council and the post holder will not only manage the services within their direct remit, but work closely with the Chief Operating Officer, Corporate Directors and Heads of Service to bring about positive, sustainable improvements that benefit residents and businesses in the West Lancashire area. They will undertake the statutory Monitoring Officer role, ensuring that the council has a high standard of legal and democratic practice, and that there is transparency of reporting. They will also work with partner organisations in the delivery of solutions and/ or initiatives.

Work Profile

1. Strategy

The post holder will take the lead role in developing, implementing and reviewing strategies and procedures for the services that fall within their remit. This will include lead responsibility maintaining and updating the Council's Constitution, together with associated processes and systems. They will also contribute, as part of the senior management team, to council-wide strategies, including corporate planning and the People Plan.

2. Performance

As Monitoring Officer, they will have lead responsibility for ensuring that lawful and due process is followed and appropriate standards are adhered to.

The post holder will be accountable to the Head of Corporate and Customer Services for the performance of the services within their remit. They will take a proactive and solution-focused approach in managing underperformance of individuals, teams or whole services. They will actively monitor and report on performance using agreed key performance indicators plus any appropriate service-level measures to ensure the effective management of their services, including responsibility for compliance in meeting regulators' standards. They will be responsible for ensuring that their services are routinely benchmarked against industry standards and set appropriate targets that stretch performance.

They will contribute to the overall performance of the organisation through their role.



3. Service Quality

The post holder is responsible and accountable for the quality of the services within their remit and will be held to account by the Head of Corporate and Customer Services, who is their line manager. They will be responsible for the continuous improvement of their services and for upholding and championing agreed standards.

4. Resource Management

The post holder will have line management responsibility for direct reports and indirect report responsibility within their services.

The post holder is responsible effective managements of the corporate estate (excluding housing assets) and as Monitoring Officer, is accountable for ensuring that standards are upheld and due process is adhered to.

They are responsible and accountable for their services' budgets, and for the equipment, vehicles and machinery used by their teams, but will be expected to take lead responsibility for these.

5. Accountability

The post is accountable to the Head of Corporate and Customers Services. The Monitoring Officer role is statutory and requires accountable arrangements directly to Full Council.

6. Culture

The post holder will play a lead support role in the development of a positive organisational culture that is outward looking, evidence-based and customer-focused. They will provide visible, authentic leadership and lead by example, upholding the organisation's values and standards.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will have regular (often daily) contact with Elected Members, members of Corporate Management Team, partner organisations, and their service manager's external professional contacts.



They will have frequent but not daily contact with members of the public including local businesses and with Human Resources, Trade Unions, regional bodies and external auditors. They will be expected to write detailed reports for committees, some of which may include technical detail that needs to be translated for the layperson and often incorporating sensitive information. They will also come into contact with personal information relating to employees and residents and will need to exercise their responsibilities in handling this information appropriately.

8. Commitment

Employees whose posts are graded above scp 43 are expected to undertake duties outside of normal working arrangements and will not normally receive additional payments as this is a recognised feature of their post.

9. Risk Management

The post holder will be expected to contribute effectively to the identification, management of financial and audit-related risks. They will be responsible for the effective management and mitigation of risks within their own service areas, reporting on actions taken and escalating to the Head of Corporate and Customer Services when necessary.

10. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

11. Customer Focus

To meet the Council's Standards of Customer Care at all times.

12. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.



13. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

14. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

15. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

16. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

17. Political Restrictions

This is a politically restricted post (see Section 2 Local Government and Housing Act 1989)



PERSON SPECIFICATION/ESSENTIAL QUALIFICATIONS

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE	To be a qualified Solicitor or Barrister.	X		A
Technical knowledge and qualifications	Ability to act as the statutory Monitoring Officer	X		A, I
	To have a proven track record of successful contribution to corporate management and participation in the formulation of corporate objectives, policies and strategies using a range of creative inputs and imaginative thinking	X		A, I
	To have had substantial post admission local government experience at a senior level including advising at Council, the Cabinet or other principal Committee	X		A, I
	To hold a current Driving Licence or have equivalent mobility and access to transport.	X		A, I
	To have a thorough knowledge of local government legislation and practice together with a high level knowledge and understanding across a number of local authority disciplines	X		A, I



	To have the ability to undertake highly complex work requiring high level knowledge and skill in a range of specialist disciplines including an awareness and understanding of the democratic and political processes of the Council			
Planning and organising work	Able to operate independently, managing conflicting priorities effectively	X		A, I, T
	Ability to lead and team and line manage others, with effective resource planning skills	X		A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I, T
Planning capacity and resources	To have had experience of planning, managing and co-ordinating the work of groups of staff carrying out diverse roles from different disciplines and professional backgrounds and across a range of activities to ensure the delivery of a major Council service	X		A, I
	Able to lead and manage large teams, utilising a flexible and resilient approach to workforce planning	X		A, I
	Delivery of results under pressure	X		A, I, T
	Planning for long-term projects & deliverables	X		A, I



<p>Influencing and interpersonal skills</p>	<p>Ability to work effectively with Elected Members, senior managers, auditors and outside bodies, courts and external professionals.</p> <p>Ability to think strategically and creatively to analyse complex problems and provide effective and innovative solutions to them</p> <p>The ability to negotiate and formulate solutions for a diverse range of services on a range of complex and contentious matters</p> <p>Professionalism and credibility that establishes and maintains the confidence of Elected Members, local communities, employees and external partners/ stakeholders</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>		<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>
<p>PROBLEM-SOLVING</p> <p>Using initiative to overcome problems</p>	<p>Proven success in maximising outcomes and the efficiency of services, ensuring that they are fit for purpose, cost effective and provide value for money</p> <p>Ability to work strategically and operationally, to identify a range of appropriate solutions to issues and problems.</p>	<p>X</p> <p>X</p>		<p>A, I</p> <p>A, I</p>
<p>Managing risk</p>	<p>Ability to consider and assess risks associated with the services and the Council's wider operations, undertaking risk assessments as required.</p> <p>Ability to identify mitigating measures that may be implemented to minimise risk</p>	<p>X</p> <p>X</p>		<p>A, I</p> <p>A, I</p>
<p>Managing change</p>	<p>Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.</p>	<p>X</p>		<p>A, I</p>





	Ability to lead, manage and promote change in a positive manner to others	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
Undertakes tasks without supervision				
Other	Commitment to Equality	X		I
	Commitment to Health & Safety	X		I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together;**
- **We do what we say we will do when we say we will do it.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	





Print Line Manager	Print Head of Service	Date