

Meeting of:	Senior Management Appointment Committee
Date of Meeting:	Tuesday, 04 June 2024
Relevant Scrutiny Committee:	No Relevant Scrutiny Committee
Report Title:	Recruitment and Selection details for the posts of: <ul style="list-style-type: none"> • Head of ALN & Wellbeing • Head of Neighbourhood Services • Operational Manager (statutory Head of) Democratic Services
Purpose of Report:	To set out the recruitment and selection arrangements for the posts of Head of ALN & Wellbeing, Head of Neighbourhood Services and Operational Manager (statutory Head of) Democratic Services.
Report Owner:	Rob Thomas, Chief Executive
Responsible Officer:	Rob Thomas, Chief Executive
Elected Member and Officer Consultation:	The relevant Service Directors, Cabinet Members and Head of HR & Organisational Development have been involved in the development of the proposals as set out in this report.
Policy Framework:	The final decision of the Senior Management Appointments Committee will be referred to Full Council for information
<p>Executive Summary:</p> <p>The report sets out the recruitment and selection arrangements proposed for the positions of Head of ALN & Wellbeing, Head of Neighbourhood Services and Operational Manager (statutory Head of) Democratic Services.</p> <p>The report recommends that delegated authority be granted to the Chief Executive in consultation with the relevant Cabinet Member, Service Director and the Head of HR & OD and the Leader to progress:</p> <ul style="list-style-type: none"> • advertising the positions • progressing the necessary arrangements for long-listing and any necessary assessment of candidates in advance of shortlisting • drawing up a final short-list for interviews, the interviews of which will be undertaken by future meetings of this Committee, and to • agree costings and resource requirements relating to the processes required to pursue the recruitment and selection processes. 	

Recommendations

1. It is recommended that Senior Management Appointments Committee approve the recruitment and selection arrangements at this meeting of the Committee as described for the three positions in the body of this report.
2. It is recommended that delegated authority be granted to the Chief Executive, in consultation with the relevant Cabinet Member, Service Director and Head of HR & Organisational Development to progress:
 - a. advertising the positions;
 - b. progressing the necessary arrangements for long-listing and any necessary assessment of candidates in advance of shortlisting;
 - c. drawing up a final short-list for interviews, the interviews of which will be undertaken by future meetings of this Committee, and to;
 - d. agree costings and resource requirements relating to the processes required to pursue the recruitment and selection processes.

Reasons for Recommendations

1. To ensure the appointments are progressed in accordance with the requirements of the Council's Constitution.
2. To allow matters to be progressed in advance of the final stage of recruitment.

1. Background

- 1.1 This report sets out proposals for recruitment to the positions of:
 - Head of Additional Learning Needs (ALN) & Wellbeing (Learning & Skills)
 - Head of Neighbourhood Services (Environment & Housing)
 - Operational Manager (statutory Head of) Democratic Services (Corporate Resources).
- 1.2 The report is being presented to Committee following these positions becoming vacant recently due to the successful appointment to the role of Director of Learning & Skills of the current Head of ALN & Wellbeing, the notice of resignation of the current post holder of Head of Neighbourhood Services and notice of retirement of the Operational Manager (statutory Head of) Democratic Services.
- 1.3 It is now, therefore, necessary to commence the recruitment processes and progress arrangements for the appointment to these posts in accordance with the Council's normal recruitment and selection procedures.

2. Key Issues for Consideration

2.1 On the basis of the above it is proposed to advertise the posts (both internally and externally) as soon as practically possible. It is likely that this process will commence in early June 2024. In progressing the process, the potential may exist to consider possible secondment opportunities for one or more of these posts. It is therefore proposed that consideration will be given for each post as to the potential to advertise the positions as permanent appointments, or as secondment opportunities. This will clearly be dependent upon the needs of the specific service, whilst also recognising the potential benefits associated with offering a range of potential employment arrangements. This is a matter that will be considered by the Chief Executive in consultation with the relevant Director in advance of advertising and under the umbrella of recommendation 2.

2.2 The current version of the Job Descriptions and Person Specifications have been reviewed to reflect current requirements and are attached at:

Appendix A – Head of ALN & Wellbeing

Appendix B – Head of Neighbourhood Services

Appendix C – Operational Manager (statutory Head of) Democratic Services

2.3 In order to expedite recruitment, the Committee is requested to delegate responsibility for agreeing the following to the Chief Executive in consultation with the relevant Cabinet Member, Service Director and Head of HR and Organisational Development:

- Advertising
- long-listing for any assessment process
- subsequent shortlisting, in advance of the final interviews with Senior Management Appointments Committee at future meetings.

2.4 In conjunction with the Chief Executive and relevant Service Directors, Human Resources will undertake an exercise to identify appropriate assessment processes and where, and if necessary, engage an appropriate organisation to undertake assessment centre/psychometric testing ensuring best value for money.

2.5 If these delegations are agreed, the Senior Management Appointments Committee will be requested to conduct final interviews once shortlists are arranged.

2.6 Given the seniority of the posts, the following timeline is being worked towards.

4 th June	Senior Management Appointments Committee
Early June	Advertising of roles (3-week window)
Late June	Initial shortlisting of candidates
Early July	Technical interviews

Mid-July	Short-listing for Senior Management Appointments Committee meetings
Late July	Senior Management Appointment Committee meetings for final interviews

- 2.7 The above timescales may be subject to change, depending on availability of candidates.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1 Each of the posts will require partnership working and collaboration with a number of stakeholders and partners to deliver their duties and contribute to the Council's Wellbeing Objectives and Corporate Plan. The role descriptions for the posts outline the contribution each senior post is expected to make to the organisation in pursuing the well-being objectives and demonstrating the five ways of working as they deliver their duties.

4. Climate Change and Nature Implications

- 4.1 There are no Climate Change and Nature Implications as a direct result of this report and process, however the roles will each contribute to the Council's Project Zero agenda.

5. Resources and Legal Considerations

Financial

- 5.1 The funding for the posts is already included in the Council's budget and are core funded in the Council's employment establishment. As a consequence, no additional funding is required to meet the salary costs. Any advertising and other expenditure associated with the recruitment exercises will be met from existing budgets.

Employment

- 5.2 The employment implications are outlined in the body of the report.

Legal (Including Equalities)

- 5.3** The recruitment processes described in the body of this report are compliant with Local Government, Employment and Equalities legislation. The recruitment process has been managed in accordance with the Council's equality proofed recruitment and selection policy and the provisions of the Local Authorities (Standing Orders) (Wales) Regulations 2014.

6. Background Papers

Role descriptions for each post are provided for Members in Appendices A, B and C.

Head of Additional Learning Needs and Wellbeing – Chief Officer Role Profile

Job Title	Head of Additional Learning Needs (ALN) and Wellbeing
Post Reference	Y-AA-AA001
Grade	Head of Service
Directorate	Learning and Skills
Location	Civic Offices, Barry & Remote Working
Responsible to:	Director of Learning and Skills
Responsible for:	<p>Additional Learning Needs provision and support services, including the ALN Act, support for pupils with complex needs, educational psychology, specialist services and responsibility for school based ALN resource units.</p> <p>Working collaboratively across the Learning and Skills Directorate to ensure appropriate wellbeing support and provision for schools, learners and families.</p> <p>Safeguarding, taking lead responsibility for discharging safeguarding duties in education.</p>

Role Overview:

The Vale of Glamorgan Council is committed to providing high-quality education and support services to our Communities. We strive to create an inclusive and supportive environment where every child can achieve their full potential. Our values of Open, Together, Ambitious, and Proud guide our actions as we work collaboratively to enhance the wellbeing and educational outcomes of all learners.

The Head of Additional Learning Needs and Wellbeing will play a crucial role in a phased implementation of the ALN Act, assistance for pupils with complex needs, educational psychology, and specialist services. Collaboration is paramount, and you will forge close ties with colleagues across the Learning and Skills Directorate and other areas of the Council to ensure comprehensive support for schools, pupils, and families.

Our Values:

	Behaviour	What it means to this role:
Ambitious	Forward thinking, embracing new ways of working and investing in our future.	<ul style="list-style-type: none"> ○ Innovation: strategic leadership drives ambitious innovation, embracing transformative practices. ○ Continuous Improvement: Ambition is reflected in the pursuit of continuous improvement, both for educators and learners.
Open	Open to different ideas and being accountable for the decisions we take.	<ul style="list-style-type: none"> ○ Transparency: ensures transparency in the decision-making processes, engaging with stakeholders openly. ○ Inclusion: By championing diversity and equity, we create an open and inclusive environment for all. ○ Communication: Regular communication with staff, schools, and the community fosters openness and trust.
Together	Working together as a team that engages with our customers and partners, respects diversity and is committed to quality services.	<ul style="list-style-type: none"> ○ Partnerships: collaborating with both internal and external stakeholders and partners to create seamless educational pathways. ○ Engagement: Engaging with elected members, and officers across the Council and Schools, ensures collective decision-making and shared vision.
Proud	Proud to serve our communities and to be part of the Vale of Glamorgan Council.	<ul style="list-style-type: none"> ○ Educational Excellence: we take pride in promoting educational excellence, ensuring high standards across all settings. ○ Student Achievement: Celebrating student achievements and well-being reflects pride in their progress.

Job Description:

As the Head of Additional Learning Needs and Wellbeing, you will:

Operational Excellence

- Lead a cross-Directorate and multi-agency approach to develop a whole-school approach to social, emotional, mental health, and wellbeing.
- Act as the Local Authority Designated Lead Officer for Safeguarding in Education, ensuring robust safeguarding policies and practices.

- Ensure the commissioning, delivery, and continuous improvement of services, aligned with the Council's aims and objectives.
- Continually review Additional Learning Needs provision to ensure it meets needs, maintains high quality, and is efficient.
- Ensure the needs of pupils with additional learning needs are identified, assessed, and that appropriate provision is made.
- Secure effective delivery of prevention, early intervention, and support services in partnership with other agencies.
- Support schools to secure the wellbeing of learners through the provision of information and targeted services.
- Support the development of leadership, skills and expertise in schools regarding Additional Learning Needs.
- Contribute to identifying schools causing concern and support their improvement.
- Develop strategies in response to changing demographics and needs, in line with legislative and policy requirements.
- Develop and maintain strategies for effective engagement and participation of children, young people, and parents/carers in service provision decisions.

Strategic Leadership

- As the Head of Service for Additional Learning Needs and Wellbeing provide clear vision and leadership that embodies the Council's values.
- Collaborate with the Director of Learning and Skills to develop and implement strategic plans aligned with the council's vision, Corporate Plan and values to enhance the provision of additional learning needs and wellbeing support.
- Work with colleagues to establish and embed an organisation culture that supports and promotes the right behaviours and performance to ensure the delivery of outcomes that meet the Corporate Plan and strategic objectives of the Council.
- Through own behaviours, be a role model for the leadership behavioural competencies; promoting and supporting the embedding of the Council's values and behavioural competencies throughout all levels of the organisation to build the organisation's culture.
- Look for opportunities within the directorate to innovate and transform the functions to deliver continuous improvement and evolve the operation to meet the changing opportunities and challenges faced by the Council.

Team Management

- Lead teams and foster a learner-focused, values-driven culture, inspiring people within the Service Area and across the Council to deliver great results.
- Provide guidance, support, and professional development opportunities to enable staff to excel in their roles.
- Cultivate a strong culture of performance management, ensuring high levels of performance and continuous service development.
- Create and communicate clarity of direction and purpose for staff at all levels in the context of the strategic aims and ambitions of the Council.

Stakeholder Engagement

- Build and maintain effective relationships with elected members, senior leaders, school colleagues, regulatory bodies, external partners and other stakeholders, promoting transparency, accountability, and trust.
- Act as a key point of contact for external agencies, representing the Local Authority's interests and advocating for positive change within the community.
- Collaborate with internal and external stakeholders to drive positive change and enhance service delivery, including working closely with members, peers, and partner organisations.
- Support and collaborate with Cabinet Members, Scrutiny Members, and all Elected Members in their roles. Attending relevant committees and meetings as required.
- Foster partnerships with other Council services, external organisations, schools, parents, and community groups to achieve shared objectives.

General Duties

- Ensure effective management, planning, and deployment of budgets and resources in line with service plans and strategic objectives.
- Maximise income and external funding opportunities in line with Council policy.
- Explore opportunities to improve the effectiveness and efficiency of services through collaboration and partnership working.
- Facilitate and participate in the introduction of policies, procedures, and practice to support the achievement of the objectives of the Council.
- Ensure that the principles of equality of opportunity are integrated and actively pursued both within the Directorate and in all areas of service provision.
- Ensure continuing compliance with Council policy, procedure and legislation including those related to the management of employees, health and safety, customer relations, safeguarding, information, equalities, the environment, and those specifically set out in Financial and Contract Procedure Rules.

In addition to the duties set out above, the postholder will be required to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility accorded to the post.

Person Specification

		Essential	Desirable	Ascertained by
1.	Experience	<ul style="list-style-type: none"> • Able to demonstrate relevant and recent strategic/operational leadership experience, within a large organisation. • Experience of developing strategies to meet business objectives. • Experience of successful financial / performance management • Demonstrable experience of successfully managing change and service/organisational transformation • Demonstrable experience of partnership/ collaborative working. 	<ul style="list-style-type: none"> • Experience of Estyn inspections. 	CV and Cover Letter Assessment Centre Activities
2.	Knowledge	<ul style="list-style-type: none"> • Strong understanding of policies, legislation, and best practice relating to Additional Learning Needs and Wellbeing. • Awareness and understanding of current Education issues and challenges, including safeguarding. 		CV and Cover Letter Assessment Centre Activities

		Essential	Desirable	Ascertained by
3.	Skills and aptitudes	<ul style="list-style-type: none"> • Ability to be a role model for the leadership behavioural competencies and promote the Council's values and behavioural competencies. • A strategic thinker, with the ability to develop and implement strategies that support the achievement of organisational objectives. • Excellent leadership skills, able to provide clarity to your team on the vision and purpose of their work. • Strong track record of building and nurturing productive working relationships, able to advocate for excellence, equity, and inclusivity. • Highly effective communication skills, able to influence others with impact and professional credibility, with the ability to communicate to a diverse community. • Dedicated to professional development and keeping abreast of relevant regulation and education trends. • Ability to manage resources effectively, including budgets, staffing, and facilities. 		<p>CV and Cover Letter</p> <p>Assessment Centre Activities</p>
4.	Qualifications and training	<ul style="list-style-type: none"> • A qualified teacher or educational psychologist. 	<ul style="list-style-type: none"> • Leadership and Management Qualification 	CV and Cover Letter

		Essential	Desirable	Ascertained by
5.	Attitude and motivation	<ul style="list-style-type: none"> • Highly motivated senior leader, able to act as a role model to team members and peers. • Adaptable and flexible to meet a variety of challenges. • An inspiring leader, able to engage team members to deliver exceptional performance in a challenging environment. • Innovative, change champion, who is happy to challenge the status quo to deliver on strategic objectives and solve problems. • A passionate role model of the values of the Council. 		CV and Cover Letter Assessment Centre Activities
6.	Other (please specify)	<ul style="list-style-type: none"> • Personal and professional credibility • Drive, energy, and enthusiasm to sustain an extensive agenda. • Capacity to work outside of normal office hours and attend evening meetings as and when required. • Ability to drive/travel throughout the Vale or between locations as appropriate. 	<ul style="list-style-type: none"> • Ability to speak or learn Welsh 	CV and Cover Letter Assessment Centre Activities

Head of Neighbourhood Services – Role Profile

Job Title	Head of Neighbourhood Services
Post Reference	E-EHS-NT001
Grade	Head of Service
Directorate	Environment and Housing
Location	Alps Depot, Wenvoe & Remote Working
Responsible to:	Director of Environment and Housing
Responsible for:	Overseeing the strategic direction and delivery of essential services that directly impact the quality of life for residents, with a focus on waste management, recycling & cleansing, highways, traffic management, transport and fleet services, leisure services, parks and recreation and environmental and parking enforcement.

Role Overview:

At the Vale of Glamorgan Council, we are committed to fostering a culture that embodies our core values of Open, Together, Ambitious, and Proud. We are on a mission to evolve and enhance the way we serve our diverse community, ensuring that the services our residents need continue to be provided ensuring an equitable and prosperous environment for all our residents.

The Head of Neighbourhood Services at Vale of Glamorgan Council plays a pivotal role in leading the delivery of essential front-line services that directly impact the quality of life for residents. With a focus on service quality and the customer experience, rather than the specific method of service delivery, and an ethos built on the principles of partnership working and community engagement and involvement; the role oversees the strategic direction, operational efficiency, and continuous improvement of many of the Council vital front-line functions.

Our Values:

	Behaviour	What it means to this role:
Ambitious	Forward thinking, embracing new ways of working and investing in our future	<ul style="list-style-type: none"> ○ Embrace innovation and continuous improvement in the delivery of neighbourhood services, exploring new ways of working, best practices, and creative solutions to address emerging challenges and opportunities. ○ Set ambitious goals and targets for improving the quality and efficiency of Neighbourhood Services, regularly reviewing progress and adapting strategies to ensure that objectives are met. ○ Demonstrate leadership and vision in shaping the future of Neighbourhood Services in the Vale of Glamorgan, inspiring others to embrace change and strive for excellence in their work.
Open	Open to different ideas and being accountable for the decisions we take	<ul style="list-style-type: none"> ○ Embrace transparency in decision-making processes related to neighbourhood services, ensuring that residents and stakeholders have access to information and opportunities for engagement. ○ Hold oneself and the Service Area accountable for delivering high-quality services, openly addressing any challenges or shortcomings and working collaboratively to find solutions.
Together	Working together as a team that engages with our customers and partners, respects diversity and is committed to quality services.	<ul style="list-style-type: none"> ○ Work closely with other areas of the Council, community groups, and external partners to identify shared goals and opportunities for collaboration in improving Neighbourhood Services. ○ Foster a culture of teamwork and mutual support within Service Area, encouraging collaboration, knowledge sharing, and the celebration of collective achievements. ○ Embrace innovation and the role of other local organisations and the community, in the direct delivery of services where there is benefit to customers and such benefits can be sustained.
Proud	Proud to serve our communities and to be part of the Vale of Glamorgan Council.	<ul style="list-style-type: none"> ○ Take pride in delivering high-quality neighbourhood services that enhance the quality of life for residents and contribute to the overall well-being of the community. ○ Respect and celebrate the cultural heritage and natural beauty of the Vale of Glamorgan, incorporating sustainable practices and preserving historical landmarks and green spaces. ○ Recognise and celebrate the hard work and dedication of Neighbourhood Services staff, as well as the achievements and contributions of the community, fostering a sense of pride and belonging among all stakeholders.

Job Description:

As the Head of Neighbourhood Services, you will:

Strategic Leadership

- Lead the development and implementation of strategic plans for Neighbourhood Services, aligning with the Council's culture, values and Corporate Plan.
- Collaborate with senior leaders, peers and elected members to develop innovative strategies that deliver effective, efficient, and economic services to our communities.
- Look for opportunities within Directorate and wider to innovate and transform the operation of the functions to deliver continuous improvement and evolve to meet the changing opportunities and challenges faced by the Council.
- Ensure compliance with the responsibilities outlined in Section 12 of the Council's Constitution, particularly focusing on Neighbourhood Services and Leisure Services, to uphold the highest standards of service delivery and governance.
- Work with colleagues to establish and embed an organisational culture that supports and promotes the right behaviours and performance to ensure the delivery of outcomes that meet the Corporate Plan and strategic objectives of the Council.
- Through own behaviours, be a role model for the leadership behavioural competencies; promoting and supporting the embedding of the Council's values and behavioural competencies throughout all levels of the organisation to build the Council's culture.

Operational Management

- Oversee the day-to-day operations of Neighbourhood Services, ensuring that services are delivered to the highest possible standards and meet the needs of our residents.
- Lead and manage teams, inspiring and driving forward a community-focused, values driven culture across the service area.
- Monitor performance against key performance indicators (KPIs) and implement measures to address any areas of underperformance.
- Create and communicate clarity of direction and purpose for staff at all levels in the context of the strategic aims and ambitions of the Council. Lead, direct and inspire people within the Directorate and across the Council to deliver great results. Ensure processes are in place for identifying and developing talent at all levels.
- Promote a strong culture of performance management to ensure high levels of performance, the meeting of performance targets and the continuous improvement and development of services.

Financial Management

- Manage the service areas' budget effectively, ensuring that resources are allocated efficiently and in line with strategic priorities.
- Identify opportunities for cost savings and income generation, maximising the value for money of the services delivered.
- Work closely with finance colleagues to develop robust financial plans and forecasts for the departments.
- Maximise income and external funding opportunities in line with Council policy.

Stakeholder Engagement

- Build and maintain positive relationships with senior leaders, elected members, external partners, and the community, representing the council at meetings and events as required.
- Act as an ambassador for the council, promoting our values and vision for the future of Neighbourhood Services.
- Collaborate with stakeholders to identify opportunities for partnership working and joint initiatives that benefit the community.

Transformational Leadership

- Drive forward the Council's transformation agenda, leading by example and inspiring others to embrace change.
- Support teams through periods of transition, providing guidance, reassurance, and opportunities for professional development.
- Champion a culture of inclusivity and diversity within the Neighbourhood Services area, ensuring that all employees feel valued and empowered to contribute to our collective success.

General Duties

- Ensure a responsive customer focused approach in the planning, commissioning, and delivery of services.
- Explore opportunities to improve the effectiveness and efficiency of services through collaboration and partnership working.
- Facilitate and participate in the introduction of policies, procedures, and practice to support the achievement of the objectives of the Council.
- Ensure that the principles of equality of opportunity are integrated and actively pursued both within the Directorate and in all areas of service provision.
- Ensure continuing compliance with Council policy, procedure and legislation including those related to the management of employees, health and safety, customer relations, safeguarding, information, equalities, the environment, and those specifically set out in Financial and Contract Procedure Rules.

In addition to the duties set out above, the postholder will be required to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility accorded to the post.

Person Specification

		Essential	Desirable	Ascertained by
1.	Experience	<ul style="list-style-type: none"> • Experience in a senior management role within a local authority or similar environment, with a strong focus on neighbourhood services. • Experience in budget management, resource allocation, and financial planning within a public sector setting. • Experience collaborating with external partners, community groups, and stakeholders to deliver joint initiatives and maximise the impact of neighbourhood services. • Strong strategic thinking and problem-solving abilities, with a track record of developing and implementing effective strategies to improve service delivery and achieve objectives. • Experience in driving forward a people focused, values-driven culture across an organisation. 	<ul style="list-style-type: none"> • Experience of building high performing teams and providing inspirational leadership to the wider organisation that drives a high-performance culture. • Experience leading and managing organisational change initiatives, including the ability to promote innovation within a large and complex organisation. 	Application Form Interview

		Essential	Desirable	Ascertained by
2.	Knowledge	<ul style="list-style-type: none"> • Understanding of relevant legislation, policies, and regulations governing local government operations, particularly in areas related to neighbourhood services. • Understanding of the local government framework and its governance. 	<ul style="list-style-type: none"> • Knowledge of project management methodologies and tools, with the ability to plan, implement, and evaluate projects within specified timeframes and budgets. 	<p>Application Form</p> <p>Interview</p>

		Essential	Desirable	Ascertained by
3.	Skills and aptitudes	<ul style="list-style-type: none"> • Ability to be a role model for the leadership behavioural competencies and promote the Council's values and behavioural competencies. • A strategic thinker, with the ability to develop and implement strategies that support the achievement of organisational objectives. • Excellent leadership skills, able to provide clarity to your team on the vision and purpose of their work. • Strong track record of building and nurturing productive working relationships, able to advocate for excellence, equity, and inclusivity. • Highly effective communication skills, able to influence others with impact and professional credibility, with the ability to communicate to a diverse community. • Dedicated to professional development and keeping abreast of relevant regulation and emerging trends. • Ability to manage resources effectively, including budgets, staffing, and facilities. 		<p>Application Form</p> <p>Interview</p>
4.	Qualifications and training	<ul style="list-style-type: none"> • Qualified to degree level or equivalent experience. • Relevant professional qualification 	<ul style="list-style-type: none"> • Leadership and management qualification • Project management qualification / training 	Application Form

		Essential	Desirable	Ascertained by
5.	Attitude and motivation	<ul style="list-style-type: none"> • Highly motivated senior leader, able to act as a role model to team members and peers. • Adaptable and flexible to meet a variety of challenges. • An inspiring leader, able to engage team members to deliver exceptional performance in a challenging environment. • Innovative, change champion, who is happy to challenge the status quo to deliver on strategic objectives and solve problems. • A passionate role model of the values of the Council. 		Interview
6.	Other (please specify)	<ul style="list-style-type: none"> • Personal and professional credibility • Drive, energy, and enthusiasm to sustain an extensive agenda. • Capacity to work outside of normal office hours and attend evening meetings as and when required. • Ability to drive/travel throughout the Vale or between locations as appropriate. 	<ul style="list-style-type: none"> • Ability to speak or learn Welsh 	Application Form Interview

Operational Manager – Democratic Services (& Statutory Head of Democratic) – Chief Officer Role Profile

Job Title	Operational Manager – Democratic Services (& Statutory Head of Democratic)
Post Reference	X-DS-AA001
Grade	Operational Manager
Directorate	Resources
Location	Civic Offices & Remote Working
Responsible to:	Head of Legal and Democratic Services
Responsible for:	Council/Cabinet support, Committee support, Member Services, Scrutiny Services, Information Governance Team and the Council’s Registration Service.

Role Overview:

At the Vale of Glamorgan Council, we are committed to fostering a culture of Openness, Togetherness, Pride, and Ambition. Our mission is to enhance the democratic functions of the Council, ensuring transparency, accountability, and robust governance. We are looking for an experienced and dynamic leader for the role of Operational Manager for Democratic Services, who will also fulfil the statutory duties of the Head of Democratic Services. The ideal candidate will be passionate about local democracy, with a strong background in democratic processes and a commitment to public service.

Our Values:

	Behaviour	What it means to this role:
Ambitious	Forward thinking, embracing new ways of working and investing in our future	<ul style="list-style-type: none"> ○ Demonstrate forward-thinking and innovative approaches to enhance democratic services. ○ Set high standards for service delivery, fostering a culture of excellence within the team. ○ Seek opportunities for growth and development within the democratic framework to align with strategic goals.

Open	Open to different ideas and being accountable for the decisions we take	<ul style="list-style-type: none"> ○ Foster clear and transparent communications within the Council, with Elected Members, colleagues and external stakeholders. ○ Actively listen to and value diverse perspectives, promoting an environment where ideas are freely exchanged.
Together	Working together as a team that engages with our customers and partners, respects diversity and is committed to quality services.	<ul style="list-style-type: none"> ○ Promote teamwork and collaboration within the Democratic Services teams. ○ Build strong relationships with Elected Members, stakeholders, and partners to enhance the work of the Service. ○ Encourage a team-oriented approach to problem-solving and decision-making.
Proud	Proud to serve our communities and to be part of the Vale of Glamorgan Council.	<ul style="list-style-type: none"> ○ Promote excellence in the approach to the work of the Democratic Services teams that are consistent with the Council's values and strategic ambitions. ○ Deliver excellent quality support services that enable members, stakeholders, and partners to actively participate in local democracy which enhances the impact on residents' lives. ○ Deliver services which are empathetic and innovative to service users who access our statutory and optional services.

Job Description:

As the Operational Manager for Democratic Services, you will:

Statutory Obligations:

Fulfil the statutory role of Head of Democratic Services (HDS), as designated by the Democratic Services Committee, per the Local Government (Wales) Measure 2011, including, but not limited to the following duties:

- Make recommendations as to the adequacy of the provision of staff, accommodation, and other resources within the exercise of the functions of the Head of Democratic Services.
- Deliver an effective Member Induction and Development Programme, ensuring that Elected Members are fully equipped to fulfil their roles.
- Provide accurate advice and reports to the Democratic Services Committee, ensuring members are informed and engaged to fulfil their function.

- Provide full and detailed advice on the Service to appropriate Members and account to the Chair of Democratic Services Committee and the Cabinet Member in line with established procedures to ensure that Members are fully informed and involved in decision making.
- Report annually to the Democratic Services Committee on the Committee's work programme, ensure the programme is maintained.
- Recognise and act on the basis that the role is a politically restricted one under the terms of the Local Government Act 1989

Operational Excellence

- Deliver high-quality advice and support across a range of areas, ensuring effective democratic functions within the Council to facilitate sound decision-making, transparency, openness, and accountability.
- Provide leadership and support to the Council's Scrutiny function, working with Elected Members, Chief Officers, and stakeholders to enhance public accountability and engagement.
- Innovate and develop activities that support the Council's transformation programme and Corporate Plan, including further developing Council's offer to customers seeking celebrations, weddings, and recognition services.
- Provide leadership to the Council's Information Governance Team and the arrangements associated with Data Protection, Freedom of Information and Environmental Information Regulations.
- Implement and maintain all Registers, Disclosures and Declarations as required under the Council's Constitution.
- Attend (in-person) and contribute to meetings of Full Council, Scrutiny Committees, Cabinet, and other Council meetings as required.
- Ensure compliance with statutory and non-statutory arrangements for the effective delivery of a Democratic Services service.
- Maintain and provide advice to Councillors and Statutory Co-opted Members with regards to the Registers of Interest, Gifts and Hospitality.
- Act as the Proper Officer in respect of the Registration Service.
- Liaise with, and support, the Monitoring Officer, as appropriate, in the performance of their duties.

Stakeholder Engagement

- Collaborate with internal and external stakeholders, to identify emerging themes/proposals and change which relate to service delivery, including national and local trends, legislation and policy changes, and relevant practices to ensure regulatory compliance.
- Support all Elected Members in their ward roles, providing advice and guidance as needed.
- Serve as the key point of contact for external agencies, public sector organisations, including other Local Authorities, the WLGA and the Welsh Government, the DSO Network, and the Independent Remuneration Panel (Boundary Commission for Wales).

Leadership and Management

- Provide direction and leadership to the Democratic Services Teams, inspiring a culture of excellence, collaboration, and innovation.
- Manage the day-to-day operations of the Democratic Services department, ensuring efficient delivery of services and compliance with statutory and constitutional requirements.
- Work with colleagues to establish and embed an organisational culture that supports and promotes the right behaviours and performance to ensure the delivery of outcomes that meet the Corporate Plan and strategic objectives of the Council.
- Through own behaviours, be a role model for the leadership behavioural competencies; promoting and supporting the embedding of the Council's values and behavioural competencies throughout all levels of the organisation to build the organisation's culture.
- Demonstrate innovative thinking, challenge the status quo, and embrace new ideas and approaches to problem-solving, fostering a culture of creativity and innovation within the team.

General Duties

- Work with the Directorate Leadership Team to provide strong leadership for Corporate Resources, making connections between the work of Legal and Democratic Services and the other teams within the Directorate to maximise the impact of our work.
- Explore opportunities to improve the effectiveness and efficiency of services through collaboration and partnership working.
- Facilitate and participate in the introduction of policies, procedures, and practice to support the achievement of the objectives of the Council.
- Ensure that the principles of equality of opportunity are integrated and actively pursued both within the Directorate and in all areas of service provision.
- Ensure continuing compliance with Council policy, procedure and legislation including those related to the management of employees, health and safety, customer relations, safeguarding, information, equalities, the environment, and those specifically set out in Financial and Contract Procedure Rules.

In addition to the duties set out above, the postholder will be required to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility accorded to the post.

Person Specification

		Essential	Desirable	Ascertained by
1.	Experience	<ul style="list-style-type: none"> • Experience in effectively leading and managing diverse teams. • Experience working in a political environment or with elected officials. • Experience in managing Scrutiny and Committee arrangements and delivery of Elected Member training. • Experience of the political process and decision making within local government. 		CV and Cover Letter Selection Activities
2.	Knowledge	<ul style="list-style-type: none"> • Good knowledge of relevant legislation and regulatory framework. • Good understanding of the local government framework and governance. 		CV and Cover Letter Selection Activities

		Essential	Desirable	Ascertained by
3.	Skills and aptitudes	<ul style="list-style-type: none"> • Ability to be a role model for the leadership behavioural competencies and promote the Council's values and behavioural competencies. • A strategic thinker, with the ability to develop and implement strategies that support the achievement of organisational objectives. • Excellent leadership skills, able to provide clarity to your team on the vision and purpose of their work. • Strong track record of building and nurturing productive working relationships, able to advocate for excellence, equity, and inclusivity. • Highly effective communication skills, able to influence others with impact and professional credibility, with the ability to communicate to a diverse community. • Dedicated to professional development and keeping abreast of relevant regulation and education trends. • Ability to manage resources effectively, including budgets, staffing, and facilities. 		<p>CV and Cover Letter</p> <p>Selection Activities</p>

		Essential	Desirable	Ascertained by
4.	Qualifications and training	<ul style="list-style-type: none"> Relevant degree or equivalent experience at management level. 	<ul style="list-style-type: none"> Leadership/management qualification. 	CV and Cover Letter
5.	Attitude and motivation	<ul style="list-style-type: none"> Personal and professional integrity. Highly motivated senior leader, able to act as a role model to team members and peers. Adaptable and flexible to meet a variety of challenges. An inspiring leader, able to engage team members to deliver exceptional performance in a challenging environment. Innovative, change champion, who is happy to challenge the status quo to deliver on strategic objectives and solve problems. A passionate role model of the values of the Council. 		CV and Cover Letter Selection Activities
6.	Other (please specify)	<ul style="list-style-type: none"> Personal and professional credibility. Drive, energy, and enthusiasm to sustain an extensive agenda. Ability to work outside of normal office hours and attend evening meetings as and when required. Ability to drive/travel throughout the Vale or between locations as required. 	<ul style="list-style-type: none"> Ability to speak or learn Welsh. 	CV and Cover Letter Selection Activities