

Job Description and Person Specification

Job Title: Governance Services Officer



Job Description

Job Title	Governance Services Officer
Grade	5
Service	Law and Governance
Reports to	Governance Services Co-ordinator
Location	Council House
Job Evaluation Code	A5903



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To support the Council's decision making framework and encourage participation in decision making.

Main Duties & Key Accountabilities

Service Excellence

- 1) Provide high quality support for council meetings, ensuring the highest standards of governance are applied to the team's work, and providing procedural advice to officers and councillors.
- 2) Service meetings of the council, quasi-judicial bodies and partnership bodies, including Cabinet, Council and scrutiny bodies. Be responsible for taking notes at meetings and processing questions, petitions, and other procedural information.
- 3) Prepare agendas, briefings and minutes to support these meetings on time, with quality checks carrying out quality checks on these and other reports.
- 4) Prepare briefing papers and reports for Chairs, Vice Chairs and other senior councillors as directed by the Governance Services Co-ordinator
- 5) Assist in producing the council's Forward Plan and assist in updating the Municipal Diary.

Innovation and Challenge

- 6) Assist in monitoring and promoting good practice in governance across the council, and promoting public participation in decision making.
- 7) Develop an understanding of customer needs and expectations and best practice and emerging trends, carrying out research, customer survey work, benchmarking and analysis.
- 8) Take an active role in using and adapting support systems, especially IT-based systems, to increase productivity, expand services available to customers and improve service quality. This will include the Council's Committee Administration System, which is used to publish documentation including agendas, reports, minutes and notices for use by internal colleagues and, externally, members of the public and other organisations.
- 9) Assist in the delivery of training sessions for committee members.

- 10) Monitor and achieve service delivery targets set within the team plan and in annual appraisal objectives, taking an active role in the establishment of these targets.

People and Resources

- 11) To assist with financial processes for the team. Including ordering.
- 12) Contribute to team performance through maintaining a flexible approach to tasks, providing input to continuous improvement and being receptive to change.
- 13) Help to identify the job holder's own training and development needs and look for opportunities to meet these needs.

Communication and Influence

- 14) Liaise with officers and councillors as required, exercising discretion and political sensitivity.
- 15) Support newly elected councillors under the "buddying" arrangements.
- 16) Help ensure that Governance Services information on the Coventry City Council internet and intranet is up-to-date and readily accessible.
- 17) Keep the Governance Services and Scrutiny Co-ordinators informed of any matters which are politically sensitive, or relate to the member Code of Conduct, or are significant service delivery problems or opportunities.
- 18) Be aware of emerging best practice and practice elsewhere, networking with peers and other stakeholders as appropriate.

Risk Management and Business Continuity

- 19) Assist the Governance Services Co-ordinators in managing risk, keeping business continuity plans and risk assessments up to date.

Other

- 20) To support events and projects within the wider Democratic Services area.
- 21) Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Members of the public External Partners	Internal Elected Councillors Council employees
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Person specification

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Knowledge	
A knowledge of the local authority's management and political management structures and the roles of councillors	
A knowledge of the functions of local government and the current challenges	
A knowledge and understanding of governance processes (including Constitutions, model Code of Conduct) and the issues affecting local government in this area	
A knowledge of democratic engagement issues, initiatives and best practice	
Skills and Abilities	
Produces clear and well-structured written work, including reports and letters/notes	
A level of political awareness, being able to deal with councillor issues sensitively	
Develops productive relationships: able to work with people and groups across a variety of levels in the organisation	
Able to use technological applications (word processing, spreadsheets, email, internet)	
Able to work well in a team, demonstrating commitment to colleagues, team objectives and collaborative working	
Able to work to tight deadlines managing changing and conflicting demands	
Able to prioritise own workload	
Able to analyse and evaluate information, producing key messages and conclusions as to its impact on the service	
Experience	
Experience of working in a local government or comparable organisation for at least 2 years	
Experience of working in an administrative role without supervision	
Experience of dealing with confidential and sensitive information and a good understanding of the legislation that supports this	

Qualifications
NVQ3 or equivalent qualification or work experience
Completion of relevant professional qualifications, such as the Association of Democratic Services Officer (ADSO) certificate, or similar
Special Requirements
This post occasionally requires evening working. Time off in lieu is given for this

Date Created	7 th November 2022	Date Reviewed	9 th January 2023
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