

Job Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not external private shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Business Manager - Democratic Services	Location:	Cirencester / Witney / Coleford / Homeworking (TBA)
Job group:	Business Manager	Peer group no:	PG-T4
Reports to:	Group Manager	Working hours:	37hrs per week
Business World Post number:	New Post	Line management responsibility:	Yes
		Direct Reports:	Yes
FTE Salary pro rata:	£53,065 - £59,485	Contract type:	Permanent
		Further detail:	
Main purpose of this specific role:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Ensure that the Publica's' approach to democratic services and elections reflects, and continuously adapts to support, strategic, operational and financial objectives of the three councils (Cotswold, Forest of Dean, and West Oxfordshire Districts) complying with statutory requirements and relevant guidance. • Be responsible for the provision of a service to support the democratic function of each Council, within budget and in accordance with procedures, in such a way as to maximise the opportunities of joint working and minimise duplication 		

- Provide effective leadership and operational management to the team and functions, ensuring that staff adopt Publica's values and expected behaviours, to deliver customer centric services via a high performance culture.
- Manage multiple stakeholders and clients, including:
 - Provision of advice and information to elected members in the most effective way to support them carrying out their role
 - Lead the preparation of agendas and minutes for full Council meetings
 - Attendance at meetings of the scrutiny committees, working groups and tasks groups as required
 - Liaise with Councillors and Portfolio Holders where required
 - Working collaboratively to ensure non-siloed approach to decision making and delivery of services to customers
 - Monitor the scrutiny function and ensure it supports the corporate priorities of Publica's partner councils including the support for elected members, work plans, reference groups, and working parties.
 - Developing and maintaining links with relevant outside bodies
 - Provision of service related advice, including in the form of council reports and associated procedures and practises
 - Advise on decision making, where appropriate, to achieve the strategies and objectives of Publica and the shareholder councils
- To provide line management and operational support to electoral services staff

	<ul style="list-style-type: none"> • Line management of a number of individuals, including the elections and committee services staff • Maintain and enhance the councils' reputation through the appropriate use of communications, emotional intelligence, and customer service • Working with the Councils' Chief Executives and Monitoring Officers to ensure efficient and effective support for Council meetings (formal and informal) and help ensure that each councils' constitution remains up to date and fit for purpose.
<p>Essential qualifications/skills/experience specific to this role:</p>	<ul style="list-style-type: none"> • Educated to degree level or equivalent in the relevant profession and/or substantial (5 years plus) experience in a relevant field / specialism • Significant experience of managing services during periods of organisational change • Experience of working in, and sensitive to the political environment which the role will operate in • Ability to inspire and successfully motivate others towards shared objectives • Experience in preparing, negotiating and managing budgets • Ability to translate and influence strategic direction • Effectively manage knowledge and information across Publica and its shareholder councils • Ability to demonstrate a dynamic and proactive approach to problems and challenges • Be results driven as measured by your outcomes • Operate with integrity and build trust amongst others • Ability to address tactical issues in the short-term while maintaining strategic vision for the long-term

- Communicates effectively in providing feedback and actively invites feedback from others

Key Responsibilities:

1. Manage multiple stakeholders and clients, attending relevant meetings in order to influence and negotiate with other services
2. Makes sound recommendations to improve Publica’s effectiveness, efficiency and service delivery
3. Design, develop and implement plans within your function that translate the Publica Business objectives into working practices for excellent customer service delivery
4. Understand the business requirements, perspective of users' needs and resource requirements to unlock improvements in operational performance / efficiencies and add value to the customer experience.
5. Ensure both business as usual tasks and agreed projects are delivered within agreed time frames
6. Harness new ways of working and innovation in delivering our public services at all times
7. Monitor, plan and control projects as required using different approaches
8. Adopt a commercial mindset when monitoring and managing financial resources and budgets (both Publica and appropriate council budgets)
9. Always seek to raise standards and performance levels across your function and area of responsibility
10. Lead by example and demonstrate commitment in managing and improving the key performance indicators for your area
11. Act as a role model and coach in delivering the Publica Way and effective cultural change
12. Communicate plans, policies and industry trends including statutory changes, issues, risks and consumer demand within your area of specialism throughout Publica, including where relevant client organisations.
Work collaboratively to ensure non-siloed approach to decision making and delivering services to customers

General Accountabilities

- The post holder is responsible for maintaining a safe working environment and ensure as reasonably practicable that safe working practises are adopted by employees within the work environment
- Work in compliance with the Codes of Conduct, Regulations and policies of Publica

	<ul style="list-style-type: none"> To have effective business continuity arrangements in place for your services and ensure an appropriate response to a major incident can be made, including taking up a designated role within the emergency management framework
Desirable Requirements, Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> Recognised management qualification Significant experience working with internal/external customers, partners/clients Knowledge, understanding and experience of project management Demonstrable commercial acumen Ability to interpret relevant complex regulation, legislation and guidance
Special Conditions:	<ul style="list-style-type: none"> There will a requirement to work at other Publica Group Ltd and/or client locations to meet the needs of the business. You will be expected to work reasonable additional hours in line with the needs of the service. You will need the use of a car for work purposes BPSS This post designated as politically restricted in accordance with the Local Government and Housing Act 1989. Politically restricted post holders are restricted from canvassing on behalf of a political party or for a person who is, or seeks to be, a candidate for election to a local authority, the House of Commons, or the European Parliament

Date reviewed:	16/1/22
Reviewed by:	Bill Oddy
Manager job title:	Group Manager
Date of issue:	17/1/2022