

Vacancy for Governance & Community Engagement Manager Salary, £30,507 - £36,876 pa

Are you ready for a new challenge and seeking to progress within this sector of Local Government? Farnham Town Council is busy and high achieving with an ambition to do more for its local community.

The Council is seeking someone who has a positive outlook and 'can do' attitude and who can demonstrate sound knowledge and experience to play a key role in:

- Council and committee administration
- Community Engagement
- Support to councillors and the Town Clerk

The closing date for applications is 16^{th} September with interviews to be conducted via Zoom on 22^{nd} September.

To download an application pack including a Person Specification, Job Description, Competency Framework and Application Form please see

http://www.sussexalc.org.uk/_VirDir/CoreContents/Vacancies/Displa y.aspx?ld=1140 or www.farnham.gov.uk. Please note that CVs alone will not be accepted and applicants must complete and return an application form to apply to lcrecruit@ssalc.co.uk.



Telephone: 01252 712667

(Calls may be monitored or recorded for training purposes)

E-mail: town.clerk@farnham.gov.uk

Ist September 2020

Dear Applicant

Post of Governance and Community Engagement Manager

Thank you for expressing an interest in the above vacancy. I am pleased to enclose details about Farnham Town Council and the role, along with an application form for your completion.

Farnham is a high achieving council and is ambitious for the future. We are looking to recruit an enthusiastic 'can do' person to work as part of the senior management team and help Farnham better meet the aspirations of the Farnham community. Surrey is keen to be in the latest round of local reorganisation and Farnham Town Council will be looking to deliver more for its communities whatever the outcome. We are currently working with Surrey CC and Waverley BC on a programme to invest £250m into infrastructure over the next 15-20 years and this will involve a considerable amount of community engagement.

Farnham has an adopted Neighbourhood Plan which has been through two referendums and will be looking to reinforce its status through the current Planning Bill. We are a national Gold and category winner in RHS Britain in Bloom and are keen to maintain and develop all our services in uncertain times. You will see from our website and Annual Report that we have a wide range of activities and partners and a significant level of community participation. Staff and councillors are proud of our achievements and hope you will want to be part of our successful team.

If this post is of interest to you, please return your completed application form either by email or post to be with the Surrey Association of Local Councils by 16th September. Please note that CVs will not be considered and short-listing will be based on the person specification and competency profile. Initial interviews are provisionally scheduled to take place on Tuesday 22nd September via Zoom and possibly a face-to face meeting at the Council Offices in Farnham thereafter.

Please send your completed form by email to: lcrecruit@ssalc.co.uk or by post to: Trevor Leggo, SSALC Ltd, Suite C 2nd Floor Sackville House, Brooks Close, Lewes, East Sussex, BN7 2FZ.

Thank you for your interest in Farnham Town Council. We look forward to receiving your completed application form.

Yours sincerely

lain Lynch Town Clerk

Farnham Town Council
Council Offices, South Street, Farnham, Surrey, GU9 7RN
Tel: 01252 712667 Email: customer.services@farnham.gov.uk
www.farnham.gov.uk





JOB DESCRIPTION

Post: Governance and Community Engagement Manager

Responsible to: Town Clerk

Conditions: National Joint Council for Local Government Services

Grade: Farnham Grade 4 SCP 27-26 (£30,507 to £36,876)

Competency: Communication: 3

Customer service: 3 Team Working: 4

Managing Self and Others: 3

Can do approach: 4

Working Hours: Contracted hours of 37 hours per week

9.00 am - 5.00 pm Monday - Thursday

9.00 am - 4.30 pm Friday

Saturday and Sunday and working outside as and when required for civic

and other events.

Attendance at evening meetings will be required on occasional evenings

throughout the Municipal year as part of the role.

Senior officers are expected to attend key civic functions as part of their role although there is a Time off in Lieu arrangement where required.

Holidays: Public Holidays plus 2 extra statutory days

Annual Leave entitlement of 22 days (pro rata for part time staff) with 3 additional days after not less than 5 years continuous service under one

or more local authority at the date of appointment.

Period of Notice: Two months by either the employer or the employee rising to 3 calendar

months after twelve years' service.

Probation Period: Three months from date of appointment for new appointees

Farnham Town Council Farnham Town Hall South Street Farnham GU9 7RN

Town Clerk: lain Lynch



JOB DESCRIPTION

Governance and Community Engagement Manager

You will be responsible for:

Main purpose of job: To manage and lead provision on behalf of the Town Clerk a number of areas of the Council's services including but not limited to committee and other administration, member services, and grants, community engagement and to manage the employees engaged in delivering a number of service areas, to produce a range of high quality, efficient, legally compliant and cost-effective services in these areas.

Main areas of responsibility:

- Council and Committee administration and the Modern.gov software
- Co-ordinating the Council's Community engagement activities
- Member support
- Administration of grants to local groups
- Administration of the South Street Trust grants
- Freedom of information requests / Data access and GDPR
- Policy Development including emergency planning, CIL, and website
- Supporting the management and leadership of staff in the Administration Team and related HR support

Duties and responsibilities

- To manage and co-ordinate the Town Council's Committee Services, including responsibility for Modern.gov the Council's committee administration software:
 - Organising the meetings, agendas and minutes of the Council and all Committee, Working Groups and Task Group meetings and supporting other staff in the use of the Modern.gov software;
 - Attending meetings as required by the Town Clerk and ensuring that they are conducted in an efficient and legal manner, providing appropriate advice;
 - Ensuring that decisions are recorded, communicated and acted upon appropriately
 - Maintaining, reviewing and developing the Council's Standing Orders, Financial Regulations, Codes of Conduct, and the Register of Councillors' and officers' interests and ensure that these are complied with at all times in support of the Town Clerk.
- 2. To co-ordinate community engagement and consultation activities in support of Council priorities.

- 3. To be responsible for members' services, including:
 - Ensuring that members are kept informed of issues impacting on them, the Town Council or ward specific issues and are aware of training and development opportunities;
 - Production and updating of the Members handbook;
 - Support advice and training on all relevant issues, including those relating to standards of conduct and probity.
 - Ensuring relevant policies and documents are reviewed, updated and published on the website.
- 4. To support the Council's planning functions, including:
 - Supporting the Lead Officer on planning issues as required;
 - Organising and managing the workload of task groups such as CIL and IPG as agreed with the Town Clerk.
- 5. To support the administration and finance staff and of the Council's grants procedures and policies, and be responsible for the payment and correct usage of grants paid, including reviewing policies and procedures to ensure compliance with good practice.
- 6. To manage the administration of the Farnham South Street Trust and its compliance with legislation.
- 7. To mentor the employees providing administrative support and to ensure that the staff concerned provide the required levels of service and to support external contractors as needed.
- 8. To manage staff in the team, and ensure:
 - That all employees understand their roles and are kept informed of all appropriate developments;
 - Effective team work and procedures, and continuous improvement of team working;
 - Continuous improvement in working methods and customer service;
 - Effective performance against objectives and performance indicators;
 - Employees are offered appropriate training and development opportunities.
- 9. To be the lead officer for GDPR and data protection compliance and FOI/ Data subject access requests. To lead and manage specific and appropriate corporate policies and projects as and when required in discussion with the Town Clerk including updating the emergency plan and developing other policies as required
- 10. To oversee the Council's complaints procedure, and the proper handling, investigation and resolution of complaints against the Council, its staff and its members as required by the Town Clerk.
- 11. To assist the Town Clerk in compiling budgets for all activities and projects relating to the administration and governance functions, and to be responsible for monitoring, controlling and ensuring effective expenditure of these budgets.
- 12. To be responsible, in conjunction with the Business and Facilities Manager and Town Clerk, for ensuring compliance with health and safety regulations in all activities relating to the administration and governance functions, including arrangements for the training of staff in health and safety matters, and ensuring that the Council's obligations for risk assessment on all properties, activities employment and related events are properly met.

- 13. To keep up to date with best working practices within and outside local government; to study reports and other data on the performances of the Town Council and comparable organisations; to discuss such matters with specialists in particular fields; and to produce reports on proposals for improvements to services and working arrangements as a result.
- 14. To liaise and develop relationships with external bodies, including other local authorities, residents, businesses and local organisations, and to build strategic alliances through partnerships and other professional networks in conjunction with the Town Clerk
- 15. To assist the Town Clerk and Council in:
 - Setting a good example for colleagues in personal conduct;
 - Setting the Council's overall strategic direction, particularly in relation to matters involving or affecting governance and administrative functions;
 - Securing the best use of the Council's assets;
 - Ensuring that all legal, statutory and other provisions governing or affecting the running of the Town Council are observed, maintaining a working knowledge of relevant legislation; statutory instruments and codes of practice relating to governance and supporting the Town Clerk in his role as Responsible Financial Officer as and when required;
 - Monitoring and developing the policies of the Town Council to ensure compliance with local government legislation and the Council's strategic and operational priorities;
 - Ensuring the highest standards of conduct and probity by the Council's employees and members, and dealing with all standards issues in the appropriate manner and/or as required by legislation;
 - Attending Civic Functions as and when required

OTHER DUTIES

The Council has a small workforce and a wide range of activities, and it is expected that the post holder will be flexible in assisting in areas of work which go beyond their main duties, but are within their capabilities. In particular, the holder of this post maybe expected to assist with covering frontline reception and administrative duties and attendance at and/or supervision of events outside of normal working hours.

FARNHAM TOWN COUNCIL

Competency Profile: Communication

Making sure the organisation consistently communicates its values and objectives

Post No: Competency Level Required: Date:

Level 1 Level 2 Level 3 Level 4 Treats others with dignity and · Chooses the most effective Cascades corporate information. Communicates corporate vision respect. communication method for the Encourages open discussion and and values. Uses positive, inclusive situation and individual. Facilitates cross-service area feedback. Uses active listening skills. language. Supports others to contribute to communication. Communication style consistently Is assertive. discussions. · Coaches others on giving and Keeps the team well informed. receiving difficult messages. demonstrates enthusiasm and Considers the needs of your • Promotes a culture of open commitment to the task. audience when deciding how Facilitates stakeholder Identifies and applies the most best to communicate. communication. communication and consultation. appropriate method of Applies the appropriate level of Exhibits strong organisational communication, e.g. e-mail, emotional intelligence to insight and influence. phone, face-to-face. communication style. Negotiates with others to reach a Listens to others and check Consults others when mutually beneficial outcome. understanding. appropriate. Produces high quality written and Communication is timely. Keeps relevant stakeholders verbal communication. Uses plain English, correct informed. Is a confident and effective grammar, spelling and Acknowledges the opinions of presenter. punctuation. others. Seeks to overcome any barriers Explains any technical terms. in communication. Confident and self assured when Is able to explain complex or speaking to others. technical information. Uses appropriate body language. Applies appropriate level of confidentiality. Someone who needs developing in this area might do the following: Disregards the opinions of Fails to recognise the negative Becomes defensive when Appear intimidating or effects of their communication unprepared/uncertain. view is questioned by others. others. style.

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document.

Competency Profile: Customer Service

Addressing the needs of internal and external customers with consistency and appropriate sensitivity

Post No: Competency Level Required: Date:				
 Responds to customers in a prompt, friendly and helpful manner. Applies policies and procedures when responding to queries, compliments or complaints. Understands the impact of first impressions. Is approachable and patient. Listens to customers with interest, understanding and without judgement. Records customers' requests accurately and concisely and takes appropriate action. Deals with telephone calls effectively and responds promptly to messages. Deals with customers fairly and equitably in accordance with the Equal Opportunities, Life Chances for all, Code of Conduct and Dignity and Respect at Work Policies. 	 Understand the role and goals of the organisation and service in meeting customer expectations. Is able to identify and meet customers' needs and expectations. Takes ownership of customers' requests, manages expectations and achieves a high quality response. Is able to manage the requirements of diverse customers in a timely and effective manner. Contributes ideas to improve customer service. 	 Develops appropriate equality and diversity standards for the service area. Invites customer feedback. Takes an active interest promoting and achieving high standards of customer service. Works with others to actively improve customer service. 	 Aligns Council priorities and customer service strategy. Proactively develops long term initiatives to develop and improve customer services. Provides opportunities for others to develop initiatives to improve customer services. Analyses customer feedback and adopts continuous improvement approach within the service. Identifies and develops strategies and processes needed to achieve and sustain long term customer satisfaction. 	
Someone who needs developing in this area might do the following:				
Fails to demonstrate adequate customer service skills.	 Makes little effort to contribute ideas for improved customer service. 	Takes little interest in promoting or achieving high standards of customer service.	Fails to obtain feedback from customers.	

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document.

Competency Profile: Team Working

Making sure the organisation consistently focuses on achieving its values and objectives

Post No: Competency Leve	el Required:	Date:	
Understands and commits to achieving service goals and targets. Understands the aims of the service and the roles of each team member. Works with other team members towards a shared goal Delivers own share of workload. Is flexible and willing to help others when required. Contributes positively. Asks for help when needed. Builds trust and respect among fellow team members. Treats others with dignity and respect. Seeks, gives and accepts constructive feedback from others. Willingly shares knowledge, experience and expertise with others. Celebrates success.	 Level 2 Uses resources in most efficient and effective way to achieve service goals and targets. Values others' input and expertise. Is willing to learn from others. Positively influences the way the team works together. 	 Level 3 Demonstrates awareness of the political context and works effectively with Council Members. Clarifies team goals. Directs, inspires and empowers the team. Builds constructive and productive internal and external relationships. Is committed to continually improving team performance. Delegates effectively. Supports learning and development. Encourages the team to succeed. Recognise and celebrate success. 	 Develops and encourages effective strategic partnerships across public, private and voluntary sectors. Actively promotes networking, collaboration and joint working across organisational boundaries. Creates and promotes a cultur of performance management at continuous improvement
Someone who needs developing in	this area might do the following:		
 Fail to deliver own share of workload. 	Fail to value input from others.	Fail to build an effective team.	Disregard opportunities for joint working across organisational boundaries.

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document.

Competency Profile: Managing Self and Others

Making sure the organisation consistently works towards achieving its values and objectives

Post No: Comp	petency Level Required:	Date:		
Level 1	Level 2	Level 3	Level 4	
 Understands own role within the organisation. Produces good quality, accurate records, data and information Takes active steps to meet required standards of performance. Manages own work to meet agreed targets. Uses effective time management techniques. Is reliable. Regularly meets targets. Understands the impact of not meeting agreed targets. Recognises own strengths and weaknesses. Maintains an appearance appropriate for the role. Behaves in accordance with Council policies. Applies an appropriate sense of humour. Is adaptable and flexible. 	 Achieves objectives with commitment to quality and accuracy. Is aware of others workloads and priorities. Seeks to improve personal and team efficiency. 	 Manages and monitors performance against a variety of performance indicators. Actively supports and promotes corporate initiatives. Considers cost implications of actions. Motivates others to succeed. Gains commitment through clear communication, recognition and, where necessary, sanctions. Effectively resolves conflict within the team. Stays calm and focused under pressure. Anticipates and diffuses potential conflict. Encourages staff development and team work. Is a skilled decision-maker. Delegates appropriate authority for decision-making. Manages team procedures to achieve good quality, timely, accurate and evidence supported data, information and records 	 Role models positive leadership Provides clear, measurable outcomes and keeps a rigorous focus on whether they are being achieved Reviews data on performance and impact and acts decisively if performance does not meet expectations Provides support and clarity, and holds individuals accountable for results and takes action if they aren't performing Builds strong strategic alliances through partnerships and other professional networks. Supports a culture that responds positively to change. Sets strategic direction. Evaluates financial implications. 	
Someone who needs developing in this area might do the following:				
Consistently fails to meet agreed targets.	Focuses more on the quality and detail of planning and processes, rather than the outputs.	Doesn't provide or monitor sufficiently clear SMART objectives.	Focuses on results from a Council-based/ functional perspective rather than the best outcome for community.	

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document

Competency Profile: Can do approach / Results

Making sure strategy and operational service delivery support corporate values and objectives

Post No: Comp	petency Level Required:	Date:	
Level 1 Constantly seeks opportunities to improve the service. Has passion for, and pride in	Level 2 Shares good practice. Uses initiative. Prepared to constructively	Level 3 • Develops clear, SMART plans indicating performance targets and the resources, activities and time	Role models results-focus and accountability based on clear vision, direction, good quality
the service delivery Is committed to delivering high quality results, to the best of ability. Is flexible, adaptable and responsive to changing needs and circumstances. Manages resources effectively and efficiently. Is committed to delivering value for money. Has drive to complete tasks. Is willing to learn and develop.	challenge existing practices and procedures to achieve better performance.	required to achieve those targets Develops clear and relevant measures to monitor performance against targets and milestones Uses data from a range of sources (including the customer) to drive improvement and cost-efficiency across the Service. Understands associated risk. Maximises resources to deliver services. Supports others to adapt and change. Encourages suggestions to improve the service. Ensure employees are aware how they contribute to the delivery of corporate objectives.	planning and performance management Translates strategic objectives and priorities into operational plans Reviews data on performance and impact and acts decisively if performance does not meet expectations. Champions new initiatives. Mobilises necessary resources to achieve corporate objectives.
Someone who needs developing in to Consistently fails to complete tasks.	his area might do the following: • Does not use initiative.	Actively seeks and responds to customer feedback. Moves into implementation and delivery without clear plan or	Fails to review performance data

Applicants

Please note that on your application form you are asked to demonstrate that you meet the competency level as noted at the top of each page of this document



Application Form

Private and Confidential

Please complete ALL sections in type or black ink and use only A4 size paper as continuation sheets as required.

Job Details				
Governance and Community Engagement Manager				
Post applied for:	Person	nal Details		
Family Name:	1 61301	Forename(s):		
		1 5. 6.145(6).		
Preferred title (eg M	r/Mrs/Miss/Ms/Dr/Other):			
Address:				
Post Code:				
Telephone numbers		Mobile:		
•				
Home:		Work:		
Personal email:				
Asylum and Immigration Act 1996. It is a criminal offence to employ persons whose immigration status prevents them from working in the United Kingdom. Prior to appointment, you will be required to provide evidence of a passport or other documents on the approved list to satisfy Farnham Town Council that the Asylum and Immigration Act 1996 is being complied with.				
Do you require a work permit to work in the UK?		Yes/No		
<u> </u>				
References (please refer to the Guidance Notes for Job Applicants)				
Name:		Name:		
Job Title:		Job Title:		
Name of Organisation	on:	Name of Organisation:		
Address:		Address:		
Post Code:		Post Code:		

Tel No:

How long have you know this person and in what capacity?

Are you happy for us to contact this referee prior to

interview? Yes/No (please indicate)

Tel No:

capacity?

How long have you know this person and in what

Are you happy for us to contact this referee prior to

interview? Yes/No (please indicate)

Education & Qualifications				
al qualifications obtained	and those currently being pursued			
Dates attended	Subjects studied / Qualifications	Grades and year		
From/to	worked towards	obtained		
	al qualifications obtained Dates attended	Dates attended Subjects studied / Qualifications		

Name & Address of employer: Post Code: Job Title: Dates employed: Current or final salary: Please give a brief outline of your main responsibilities:
Job Title: Current or final salary: Period of notice required:
Job Title: Current or final salary: Period of notice required:
Current or final salary: Period of notice required:
Please give a brief outline of your main responsibilities:



Previous Employment Please list all previous employment in chronological order (most recent first)							
Dates							
From to	Employer	Job Tide and oddine of main responsibilities	iteason for leaving				
110III to	Employer						

Membership of Professional Institutes			
Institute	Level of Membership	Year of Award	

TRAINING This includes trade/professional training, government training schemes, apprenticeships, short courses and secondments				



Other Experience			
Details should be given for any period not accounted for by full-time employment, education and training, eg unemployment or voluntary work.			
Experience		From/To	

Information in Support of Your Application

(please refer to the Guidance Notes for Job Applicants)
If further space is needed, please continue on a separate A4 sheet.

Rehabilitation of Offenders Act 1974

Please give details of any "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974. Unless the nature of the position allows Farnham Town Council's interviewing managers to ask questions about your entire criminal record we only ask about "unspent" convictions. A criminal record will not necessarily be a bar to obtaining a position at Farnham Town Council.

Additional Information				
Driving Licence:				
_				
Do you hold a current driving licence?	Yes/No	Are you a car owner or do you have access to a car?	Yes/No	
If YES, please state the type of licence you hold:				
Do you have any current endorsements?			Yes/No	
If YES, please specify:				



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I declare that the information contained in the application form is true and correct. I understand that any false or misleading information, or omissions concerning criminal convictions, may disqualify my application or may render my Contract of Employment, if I am appointed, liable to dismissal without notice.

Data Protection for Application Forms.

In line with the General Data Protection Regulation and related legislation, the information you have supplied will be held for the purposes of recruitment and selection and will only be used for those purposes. We may, in connection with your application, gather information about you from others, which will only be carried out as the law permits, i.e., to check accuracy of information, prevent or detect crime and/or protect public funds. Information is held in a secure location

If I accept employment with Farnham Town Council, I consent to my personal information being held by the organisation for the administration of my Contract of Employment.

Signed:	Date:	
Name:		
If this form has been completed electronal if you are invited for interview, ble	onically, please indicate your consent ease remember to bring a signed copy of	Yes / No this form with you



Brief Guidance Notes for Job Applicants

Please complete the different sections of the application form to the best of your ability and only append additional sheets when you have run out of space. Applications should be completed on this form. CVs alone will not be accepted.

Information in Support of your Application

This is your opportunity to tell us why we should offer you the position.

Please give your reasons for applying for this post and explain how you meet the person specification, in particular the essential criteria, ensuring that you give evidence and examples of how your skills, knowledge and experience meet these short-listing requirements. If further space is need, please continue on a separate A4 sheet.

When posts require regular travel, if you do not have a driving licence or access to private means of transport, you will need to demonstrate how you will meet the relevant criteria. If not already in possession of CiLCA (Certificate in Local Council Administration) the Council will encourage and support the successful candidate to obtain this qualification.

References

A minimum of two references is required and we would prefer them to be your two most recent employers including your current employer, if you are in employment. References will not be taken up without your prior agreement.

For an informal discussion about the role please call lain Lynch, Town Clerk on 01252 712667. Interviews are scheduled to take place on 22nd September 2020.

Please return this application form by Wednesday 16th September to: lcrecruit@ssalc.co.uk

Trevor Leggo, SSALC Ltd, Suite C 2nd Floor Sackville House, Brooks Close, Lewes, East Sussex, BN7 2FZ

