

Lichfield City Council

Appointment of

Deputy Town Clerk

Full Time Post

£30,785- £33,437 p.a.

Application Pack





Thank you for your interest in the post of Deputy Town Clerk to Lichfield City Council.

The vacancy arises due to the promotion of our current Deputy Town Clerk to the position of Town Clerk in September 2017.

Lichfield is an attractive, thriving, and expanding market town, with a strong local identity. It has a rich architectural and cultural heritage and is the main settlement within Lichfield District. The post of Deputy Town Clerk offers an exciting opportunity to make a real difference to the lives of the people who live work and visit this beautiful Cathedral City.

The Council has a strong record of delivering and maintaining a wide range of high-quality services which you will find more about later in this pack. In particular we are responsible for 76 acres of open spaces, for the local markets, the Guildhall, and the Dr Johnson Birthplace Museum. We are also producing a Neighbourhood Plan for the whole city focussed on employment and economic development matters.

*The **closing date** for applications is **5pm on Friday 3 November 2017** and the anticipated timetable after that is as follows:*

Wednesday 15 November 2017 – applicants called for interview will be notified by this date.

Wednesday 22 November 2017 – interviews

The successful applicant will commence as soon as is practicable following the interviews.

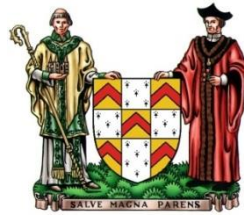
If you have any questions or would like an informal discussion about this post, please contact the Town Clerk, Tony Briggs on 01543 250011 or tony.briggs@lichfield.gov.uk

We look forward to receiving your application.

A handwritten signature in black ink, appearing to be 'DS' followed by a stylized flourish.

Councillor David Smedley
City Council Leader

Lichfield City Council



Deputy Town Clerk

Application Pack

1. Please complete the application form and return it to **arrive** by **5pm on Friday 3 November 2017**. Please include a **handwritten 'letter of introduction'** not to exceed a single side of A4 paper in length

a) By email

Save the application form as "[your last name]+[your first name]+DTC", and email as an attachment to tony.briggs@lichfield.gov.uk

b) By post or by hand

In a sealed envelope marked "Confidential Application" to:

Mr A Briggs
Town Clerk
Lichfield City Council
Donegal House
Bore St
Lichfield
WS13 6LU

2. In your application please explain how you meet the person specification and include examples of previous achievements in the key areas of responsibility of the post.
3. Only completed application forms will be accepted. Please do not send CVs
4. Shortlisted candidates will be notified by **Wednesday 15 November 2017**
5. References will be taken up for all shortlisted candidates
6. Interviews will take place on **Wednesday 22 November 2017**

Overview of the City Council and Lichfield

The City

The city originates from 669 when St Chad established his bishopric here and the settlement grew as the ecclesiastical centre of the Kingdom of Mercia. It developed further in the 12th century under Bishop Clinton who laid out the town with a ladder-shaped street pattern, which survives to this day.

In 1387 a Guildhall was established on the present site in Bore Street. The Guild became increasingly involved in the governance of the city, and became the first Corporation by the charter of Edward VI in 1548. Queen Mary's charter of 1553 established the "city and county" of Lichfield with a right to appoint its own Sheriff, a post which the Council still maintains.

Lichfield suffered greatly during the Civil War with the cathedral brought almost to ruins by sieges in 1643 and 1646. Following rebuilding the city prospered in the 18th century as a thriving coaching city on the main route to the northwest. This was a period of great intellectual activity, with the city home to Dr Samuel Johnson, David Garrick, Erasmus Darwin and Anna Seward.

The city's population increased slowly throughout the 19th and early 20th century, and then underwent a rapid post-war boom; increasing from 10,260 in 1951, to 25,400 in 1981, and 32,219 in 2011.

Lichfield is a very desirable place to live and work. It is largely surrounded by green belt and open countryside and has the appeal of a small cathedral city with its own unique identity. It has an historic city centre with many fine buildings, restaurants, pools and parkland; and a lively cultural focus based on its Arts Association, Festival, and Garrick theatre. All this, together with its excellent road and rail connections, means there is great pressure for further residential development and considerable out-commuting by residents to work in the nearby West Midlands conurbation. The City Council through its Neighbourhood Plan hopes to redress this imbalance by encouraging more high-grade employment to the city.

Lichfield District's unemployment rate at 2.9% compares very favourably to the regional and national figures of 5.4% and 4.7% respectively. The proportion of people in professional and management occupations is markedly higher than the UK average, and the average annual gross income is £34,283, compared to the West Midlands average of £26,405 [2016 data].

The City Council

Under local government re-organisation in 1974 the former City Council became part of the new Lichfield District Council, and Charter Trustees became responsible for the civic and ceremonial aspects of the former city. The Charter Trustees were replaced in April 1980 when a new 'parish' council was created for the city, with city status restored by the Queen in November 1980.

Various land and property was transferred to the new council from the District Council in 1981, and other land and property has been acquired directly by the Council since. The insurance valuation of the Council's assets is now over £13 million.

The Council has 28 members, which from May 2015 are divided between 9 wards.

Of the 10,269 local precepting authorities in England, the City Council's precept of £611,674 (2015/16) was 84th highest. Its tax base at £11,596 was 42nd highest, and its Band D council tax at £52.75 was 2,084th highest. Lichfield's population of 32,219 makes it the 33rd largest civil parish in England by population. Gross income and expenditure over the past 5 years has been as follows:

	12/13	13/14	14/15	15/16	16/17
INCOME	908,635	913,902	934,212	964,048	961,530
EXPENDITURE	1,228,549	902,946	835,884	954,372	1,044,324

Strategic Aims and Objectives

Mission Statement

To improve the quality of life of residents of Lichfield City

To be achieved by:

- ***Making best use of the resources and powers available to us to provide high-quality cost-effective services to help meet the needs and wishes of the residents***
- ***assisting and encouraging other bodies to provide such services***

Key objectives:

- 1 *To help residents enjoy high-quality social, recreational, and cultural facilities, and to maintain or improve the standard of these facilities*
- 2 *To encourage and promote the economic and commercial vitality of the city*
- 3 *To protect and improve the high-quality environment of the city and promote sustainable development to meet the needs of present and future generations*
- 4 *To preserve the ancient traditions and unique identity of the city*
- 5 *To represent the views and wishes of the citizens of Lichfield and to promote the interests of the city for the betterment of the local community*
- 6 *To help to create a socially inclusive and caring community which embraces all its residents, irrespective of age, culture, income, race or religion, and which seeks to develop their well-being, knowledge, understanding, and mutual co-operation*

Services Provided and Service Objectives

Parks, Footpaths and Allotments

The Council owns or maintains a total of 31 hectares of open space and churchyards on over 70 separate sites in the city. The Council is also responsible for 6,250 metres of footpaths, 120 footway lights and 17 bus shelters. The Council owns 4.8 Ha of allotments which are leased to the *Lichfield Allotments Society* who then let out the individual plots.

Our objectives in providing the service

- To enable residents and visitors to enjoy and benefit from the parks, open spaces and footpaths.
- To provide and maintain open spaces, footpaths, and lighting, seats, bus shelters, litter

bins to a high standard, using environmentally sound practices

- To enhance the appearance of the city by provision of floral arrangements
- To provide allotments where a demand exists and to facilitate the management of the allotments by the Allotments' Society as a means of providing best value to the end user

Guildhall

The Guildhall is an historic building (Grade II listed). Rooms are hired out to the public, to local organisations, and for commercial sales, etc. The Guildhall is licensed for civil marriages. The Guildhall is also used for Council meetings.

Our objectives in providing the service

- To provide meeting rooms with good facilities at affordable cost to non-commercial hirers
- To maintain usage of this historic building for the benefit of the community

Community Halls

Cruck House is a 16th century cottage in Stowe Street. It is a Grade II Listed Building owned by the Council and used as a meeting room.

Curborough Community Centre was built by the Council in 1994, with an extension built in 2001.

Boley Park Community Hall was built in 1984.

Darwin Hall opened in June 2010. It was built by the City Council, with funding provided through a S106 agreement.

The Council leases all these buildings rent free to local management committees which undertake the general day-to-day operation of the halls.

Our objectives in providing the service

- To provide meeting rooms with good facilities at affordable cost
- To support and encourage community management of these facilities

Markets

The Market Square and traders' toilets are owned by the Council. There are weekly General Markets on Tuesdays, Fridays and Saturdays, and a monthly Farmers' Market operated directly by the Council. Various public events also take place on the Square.

Our objectives in providing the service

- To provide well-run high-quality markets
- To generate income to help fund other services

Civic Ceremonies and Traditions

The civic property of the City, (sword and maces, charters, civic silver, chains of office, etc.) is of considerable value and historical importance. Many items are on public display in the Heritage Centre.

As well as the Mayor, who is appointed annually as chairman of the Council, the Council also

appoints the office of Sheriff, a post dating from Queen Mary's Charter of 1553.

The Council maintains the unique Lichfield traditions, including the Shrovetide Fair, St George's Court, Court of Araye, Sheriff's Ride, and Johnson Birthday celebrations, and various other civic functions throughout the year.

Our objectives in providing the service

- To support local organisations through the attendance of the Mayor and/or Sheriff at their events
- To assist in fundraising for the Mayor and Sheriff's Charity Appeal
- To preserve the ancient traditions and unique identity of the City
- To preserve the ancient historic plate and muniments of the City

Grant Aid and Partnership Work

Each year the Council makes grants to about 50 local organisations.

The Council represents the interests of the City and makes representations on matters such as the Local Plan. The Council provides secretarial and administrative support for the Lichfield City Forum.

The Council is currently working with other partners to produce a city centre tourism strategy, and with local business to introduce a Business Improvement District (ballot scheduled for June 2015).

The Council appoints representatives to many local organisations, school governing bodies, charities, etc. and works with the District and County Councils and other bodies on various projects.

Our objectives in providing the service:

- To help create a socially inclusive society
- To assist local clubs, societies and organisations to maintain work beneficial to the citizens of Lichfield
- To promote the economic vitality of the City
- To work in partnership with other statutory and voluntary bodies, groups, agencies and individuals to ensure an improving standard of services to meet the needs of residents of the City.

Arts, Tourism, Twinning, Christmas Lights

Arts - The Council helps fund many arts-based local organisations including substantial annual grants to Lichfield District Arts, and the Lichfield Festival.

Tourism - The Council pursues an active role in promoting tourism to the City and is represented on the Lichfield District Tourism Association.

The Council owns or operates many of the tourist sites in Lichfield including the Johnson Museum, Guildhall, Market Square and statues, the Clock Tower, the Friary Remains (scheduled ancient monument), Borrowcop Gazebo, Pool Walk, the Gardens of Remembrance, and the Festival Gardens.

The Council organises many of the traditional events and ceremonies which are an attraction to tourists.

Christmas Lights - The Council provides Christmas illuminations in the City.

Twinning - The Council has a Ring Twinning Agreement with Sainte Foy-lès-Lyon in France and Limburg an der Lahn in Germany. The Council's part-time Twinning Officer works closely with the Lichfield Twinning Association.

Our objectives in providing the service

- To promote and assist in funding the Arts for the enjoyment of residents and visitors and to work in partnership with the District Council, County Council, Lichfield District Arts Association, and other arts organisations and individuals to develop arts facilities and activities in the City
- To work in partnership with the Lichfield District Tourism Association, Lichfield District Council and other bodies to promote Lichfield as a high-quality business, tourist and conference destination and to increase the number of visitors to Lichfield
- Through twinning links to promote understanding and awareness of our respective languages and culture and encourage exchanges of groups and individuals
- To provide Christmas illuminations in order to make the city centre an attractive area for residents and shoppers during the festive season and encourage visitors to the City in order to improve the economic vitality of the City

The Samuel Johnson Birthplace Museum

This is a Grade I Listed Building of immense historic importance. It houses an accredited Museum dedicated to the life, work and personality of Samuel Johnson. It includes exhibits of national importance. The building and its collections are held under the Johnson Birthplace Charitable Trust, of which the City Council is the sole trustee. The staff at the Birthplace Museum are employed by the Council.

Our objectives in providing the service

- To use and permit the Birthplace to be used as and for a public memorial to the genius of the late Dr Samuel Johnson and for such purpose to preserve the Birthplace as a place of historical interest and to maintain the same as a public museum and for public exhibitions
- To stimulate wider interest in and understanding of the life and achievements of Samuel Johnson. To safeguard the future and development of the museum and its collection to enable access by all.

Planning Consultation

The Council is consulted on all planning applications made in the city and submits its observations to Lichfield District Council, which then determines the applications. The Council is producing a Neighbourhood Plan for the city which is focussed on Employment and Economic Development issues.

Our objectives in providing the service

- To seek high standards of planning design and build in the City with sensitive and high-quality development within the Conservation areas and effective and sustainable policies in relation to traffic management, parking and pedestrianisation
- To seek a diversity of development within the City, with a wide mix of residential properties, sufficient employment land to accommodate the needs of the local population, and a vibrant commercial centre
- To improve the employment and economic status of the city through a statutory Neighbourhood Plan.

Financial Systems

The Council's gross expenditure averages approximately £900,000 per annum, of which approximately 70% is funded by the Council Tax. The remainder of the Council's income comes from items such as hall hire, market stall rents, investment interest, grants, and capital receipts.

Our objectives in providing the service

- To maintain an efficient and accurate accounting system, including preparation and monitoring of annual budgets, VAT, PAYE, and payroll records, prompt supplier payment, prompt receipt of income and a minimum of bad debts
- To manage the investments and cash flows of the Council to maximise interest receipts and minimise interest payments and bank charges

Central Administration and Staffing

The Council's central administration is responsible for the overall administration of the Council's activities. This includes the offices and public reception facilities, mail, telephone, and computer systems. The staff deal with many enquiries from the public regarding the work of the Council, and general enquiries regarding the City. The costs of administration are recharged to the individual services, so that the service budgets reflects the full cost of the service itself including the administrative support involved.

Our objectives in providing the service

- To ensure the effective management of the authority and effective implementation of its policies and priorities, and that its management arrangements facilitate performance and efficient use of resources.
- To provide efficient and effective office services to support the Council's activities
- To deal with telephone calls, emails, and personal callers, promptly, courteously and efficiently
- To ensure and arrange effective staff training and to develop a motivated workforce with the necessary knowledge, experience and skills to implement the Council's policies and services
- To maintain accurate personnel records, health and safety controls, and fire evacuation policies
- To manage and control land and property belonging to the Council

Agency Services - Highway Verges

The Council cuts all the 8.24 Hectares (20.3 acres) of highway verges in the city on behalf of Staffordshire County Council (through an 'Agency Agreement') for which payment is received from the County Council.

Our objectives in providing the service

- To provide a high standard of highway verge maintenance

Committee Services

The service produces agendas, reports and minutes for the Council and its various working parties and advisory committees. General support is also provided for members, including training for new councillors.

Our objectives in providing the service

- To improve the efficiency, effectiveness and quality of Council services
- To provide a high standard of administrative support for members
- To maintain good communication with the public on Council activities

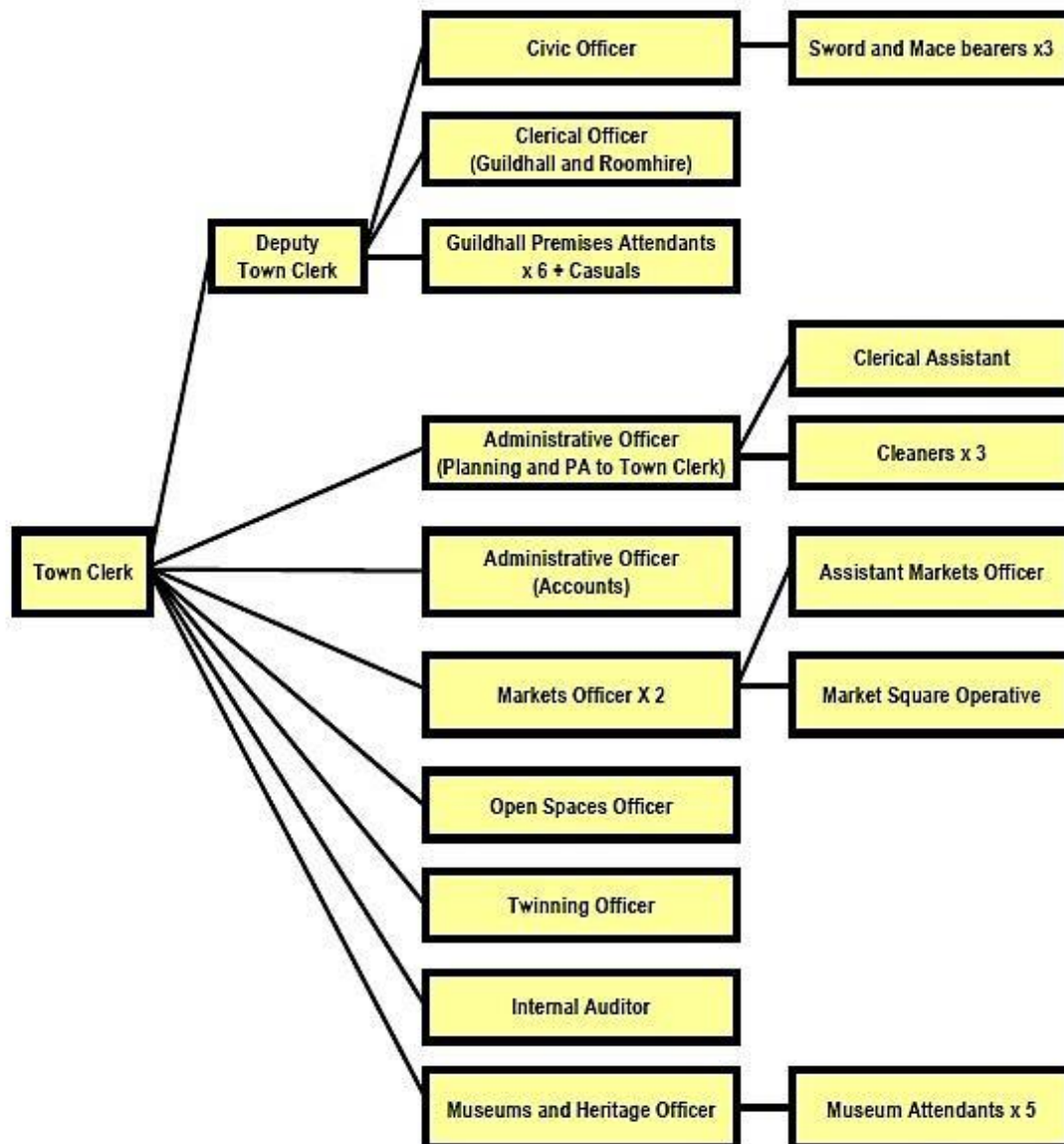
Capital Projects, Repairs and Renewals

The Council has a Capital Projects and Repairs and Renewals Fund to help spread the cost of major new capital works or major repairs and renewals. Many of the buildings owned by the Council are listed buildings, and because of their age and nature require major repair work at periodic intervals.

Our objectives in providing the service

- To undertake new capital projects for the benefit of the citizens
- To ensure that major repairs and renewals are satisfactorily undertaken to maintain Council owned buildings in good repair

**LICHFIELD CITY COUNCIL
STAFFING STRUCTURE NOVEMBER 2016**



Current Committee Structure

The Council's current Committee Structure is as follows:

Full Council (all 28 members) – meets 9 times a year - 6.30pm

Planning Applications Committee (all 28 members) – meets every 4 weeks 6.30pm

Neighbourhood Plan Sub-Committee (12 members) A sub-committee of the Planning Applications Committee – meets as required. Usually daytime

Grants Committee (9 members) – meets once per year (February) - 6.30pm

Internal Control Committee (6 members) – meets 2 or 3 times per year – 6.30pm

Birthplace Advisory Committee (6 members) – meets 2 or 3 times per year – daytime

Staffing Committee (8 members) – usually meets once a year – daytime

Tender Opening Committee (5 members) – meets only when required – daytime

Twinning Grants Committee (3 members) – meets only when required – daytime

Youth Grants Committee (3 members) – meets only when required – daytime

Complaints Committee (4 members) – meets only when required – daytime

Budget summary

<u>Net Expenditure</u> SERVICE AREAS	BUDGET 2016/17 £	ACTUAL 2016/17 AT YEAR END £	VARIANCE 2016/17 %	BUDGET 2017/18 £
<i>Parks and Footpaths</i>	175,000	174,722	0	208,166
<i>Guildhall</i>	50,000	69,547	39	62,530
<i>Community Centres</i>	15,000	14,173	-5	12,182
<i>Markets</i>	-50,000	-28,148	-44	-29,885
<i>Civic</i>	70,000	81,099	16	81,684
<i>Grant Aid/Partnerships</i>	50,000	46,723	-7	50,006
<i>Arts/Tourism/Twinning</i>	65,000	59,662	-8	59,989
<i>Johnson Birthplace Museum</i>	75,000	78,810	6	80,704
<i>Democratic Services</i>	110,000*	130,491	18	88,794
<i>Investment Interest</i>	-1,400	-1,293	-7	-110
<i>Loan Charges</i>	0	0		0
<i>Agency</i>	-12,000	-18,443	54	-18,615
<i>Repairs and Renewals</i>	130,000	121,988	-6	129,463
<i>Capital Projects</i>	25,000*	28,229	13	0
SUB TOTALS	701,600*	757,560	8%	724,910
PRECEPT + LTCSG	674,763	674,763	-	700,701
TOTAL (To)/From balances	26,837*	82,797	-	(24,209)

*** These headline figures include;**

- £25,000 added to the Democratic Services budget line to cover electoral costs from the 2015 election (this amount having been committed to general reserves following the City Council's meeting of 22 June 2016), but added to this reporting line for budgetary purposes. The final invoice totalled £37,389, some £12,389 above the figure set aside to cover the expenses.
- The underspend on the capital works to the Market Square of £25,000 carried forward to 2016/17 and added to the budget as programmed works on-going, following the meeting of the City Council on 22 June 20

JOB DESCRIPTION

Deputy Town Clerk

Main Terms and Conditions of Employment

Post Title:	Deputy Town Clerk
Salary Grade:	LC2 - Spinal column points 35 – 38 (currently £30,785 to £33,437 p.a.)
Hours:	<p>37 per week - Monday – Friday</p> <p>The post holder will be expected to work some evenings and weekends as required, and is entitled to take time off in lieu for this, but is not entitled to extra pay for such work.</p>
Car Allowance:	Casual car user allowance.
Telephone Allowance:	None.
Holidays:	<p>26 days paid leave per annum (30 days after five years' service), plus public holidays.</p> <p>New entrants to the service are entitled to annual leave proportionate to the completed months of service during the leave year of entry and thereafter on the normal scale.</p>
Probationary Period:	The appointment is subject to a term of probation of not more than six months.
Medical Suitability:	The appointment is subject to satisfactory medical clearance.
Conditions of Service:	The appointment is subject to the Scheme of Conditions of Service of the National Joint Council for Local Authorities' supplemented by various local agreements. The conditions negotiated by the N.J.C. are contained in a handbook (known as the "Green Book").
Superannuation:	<p>Employees aged 16 or over are automatically included in the Local Government Pension Scheme unless:</p> <ul style="list-style-type: none">a) they opt out;b) take out a personal pension as an alternative to membership of a contracted-out occupational pensions scheme;c) join the State Earnings Related Pension Scheme (SERPS) <p>Full details of the Local Government Pension Scheme will be made available in advance of joining the Authority.</p>

Main Purpose of Post

To provide managerial and administrative support to the Council and Town Clerk in order to assist the Council in successfully performing its services and responsibilities.

Specific Responsibilities

Specific responsibilities will include, but not be limited to, the following:

1. To actively promote the policies of the Council as determined from time to time and to assist and support the Town Clerk in the corporate management of the Council's affairs.
2. To deputise in all aspects of the Town Clerk's responsibilities during any absence of the Town Clerk.
3. To support the Town Clerk's role as principal advisor to the Council through attending Council, Committee and Sub-Committee meetings as required.
4. To assist the Town Clerk in the preparation of the annual Forward Plan, and the implementation of the objectives contained in the Plan.
5. To be responsible for the implementation of designated aspects of the Forward Plan.
6. To be responsible for such Committees and Working Parties as instructed, including the preparation of agenda, attendance at meetings, drafting of minutes and actions arising.
7. To attend meetings of such other bodies, organisations or groups as may reasonably be required.
8. To have a working knowledge of the Council's accounting procedures and record keeping in order to provide cover for the Accounts Officer when required, including monitoring of Council finances; production of reports as required by the Town Clerk; preparation of statutory returns and other accounts; payroll and pension duties.
9. To act as facilities manager for the Council's property, setting up systems of regular inspections and reporting any issues that may require planned maintenance, repair or renewal; or further inspection by architects and/or surveyors as necessary.
10. To act as line manager for those Council employees as shall from time to time be designated. To deal with personnel issues relating to all staff, as instructed.
11. To administer the appointment of Council representatives on outside bodies.
12. To assist as required in the organisation of civic and other events.
13. To be responsible for the organisation of the erection of the Christmas illuminations, including all arrangements for the 'switch on' ceremony.
14. To be responsible for maintaining, implementing and monitoring compliance with the Council's Health and Safety policy, including responsibility for preparing risk assessments of all the Council's activities, and to regularly monitor and review the risk assessments.
15. To maintain the "Declarations of Interest" and "Gifts and Hospitality" registers.
16. To be responsible for the organisation of the Council's filing system, and its document retention procedures.
17. To assist in developing and updating the council's website and production of the council's quarterly newsletter.
18. To drive forward the Council's social media presence on platforms such as Facebook and Twitter by creating and maintaining accounts for key service areas.
19. Such other duties as may be required, commensurate with the level of responsibility of the post.

General

The salary paid is commensurate with ability and experience and reflects the seniority and expectations of the position held. The Council reserves the right to vary the content of the job description, after consultation, to reflect changes to the job without changing the general character of the post or level of responsibility.

The salary paid reflects the requirement to attend evening and weekend meetings and events. Time off in lieu at basic rate will be available in respect of these duties.

The post-holder may be required to undertake such other duties and training and/or hours of work as may be reasonably required to be consistent with their general level of responsibility

Equal Opportunities Policy and Race Relations Policy

The Council has an Equal Opportunities Policy and a Race Relations Policy which all staff are expected to follow.

Health & Safety

The Council has a Health & Safety policy which all staff are expected to follow.

Training

The Council is committed to supporting the training of staff to achieve the qualifications and skills required for successful performance and career development.

Completing the Application Form

Please read the job description and person specification carefully. You must complete all the parts of the application form, a CV by itself will not be accepted.

The job description outlines the duties of the post and person specification sets out the essential and desirable elements required to carry out the work.

Interview

The anticipated interview date is **22 November 2017**. As part of the interview process applicants will be required to make a short presentation on a subject to be notified to them in advance.

Candidates will be expected to be able to confirm at the interview whether or not they would accept the post if offered to them.

Candidates attending for interview will be reimbursed for second-class public transport rates irrespective of the mode of transport. Candidates who withdraw their application or refuse the offer of employment will not be paid expenses. The successful candidate will be paid their expenses when they take up their post.

Start date

The post will commence as soon as practical following formal appointment.

PERSON SPECIFICATION
Deputy Town Clerk

QUALITY	ESSENTIAL	DESIRABLE
1. Qualifications	Educated to A Level standard or equivalent Minimum Grade C GCSE in English and Maths Computer literate If not already possessing the Certificate in Local Council Administration, then required to obtain this within 24 months of appointment.	A degree or equivalent professional qualification in a related subject Certificate in Local Council Administration
2. Related experience	Minimum of 2 years management experience Office and administrative experience Experience of dealing with the public Experience working on own initiative and as part of a team	Experience of implementing large projects Experience of managing project budgets Experience of work within Local Government
3. Skills and Abilities	Excellent written and oral communication skills Excellent administrative and organisational skills Excellent interpersonal skills in dealing with other employees, councillors, public etc. Ability to operate office systems and procedures Ability to organise own work and to meet strict deadlines Ability to motivate, train and develop others Agenda, minute and report writing Public speaking and presentation skills Broad-based experience of central administration functions (personnel, etc). Good analytical, investigative and problem-solving skills	Knowledge of IT systems Experience of organising events Detailed knowledge of Employers' Health and Safety requirements
4. Knowledge	Knowledge of Committee systems and procedures. IT literate with working detailed knowledge of software such as Word, PowerPoint and Excel. Working knowledge of office equipment. Knowledge of basic financial accounting.	Knowledge of local government law, in particular town and parish councils. Experience of and ability to use Sage Accounts and Sage Payroll
5. Personal Qualities	Ability to grasp new concepts quickly Determination to make things happen Ability to foster good relations at all levels Ability to take decisions on own initiative Ability to establish effective teamwork Ability to balance competing priorities Personal warmth and friendly responsive approach to staff and members of the public at all levels Ability to work effectively under pressure Self-reliant, open and honest Practical approach to problem solving Trustworthy with confidential information Capable of anticipating problems and showing initiative to solve them Receptive to change and new ideas Methodical and thorough, but flexible and adaptable	Ability to contribute to the strategic development of the Council

