

SFJC21

Establish and maintain effective working relationships in local government



Overview

Effective working relationships are key to the success of all organisations. In local government, the demands for professional relationships are even more important due to the political dimension in which staff work and the role they play in representing the council to the local community.

Target Group

This unit is appropriate to the work of local government staff working, for example, in Committee Services, Democratic Services, Member Services, Scrutiny or other departments that have limited responsibilities for ensuring compliance with internal and external requirements and providing information.

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Performance criteria

You must be able to:

- P1 provide support to elected representatives, colleagues and members of the public in their role in the democratic process, within the limits of your responsibility
- P2 fulfil requirements for openness and confidentiality
- P3 treat elected representatives, colleagues and members of the public in a fair and equitable way, with due regard for diversity
- P4 follow agreed codes of conduct when there are attempts by elected representatives or colleagues to influence the democratic process unfairly or abuse their position
- P5 communicate agreed policies, not personal or political standpoints
- P6 deal with conflict situations in calm and constructive manner and follow agreed procedures

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Knowledge and understanding

You need to know and understand:

- K1 the different roles played by elected representatives, colleagues and members of the public in the democratic process
- K2 why it is important not to show your own political affiliations and to ensure your own political views do not influence your relationship with elected representatives, colleagues and members of the public
- K3 the types of support that elected representatives, colleagues and members of the public may need to fulfil their role in the democratic process
- K4 legislation covering Freedom of Information and Data Protection and the implications for your job role
- K5 your organisation's policies on equality and diversity and how to put these into practice in a political context
- K6 situations in which political sensitivity may be important and how to demonstrate this
- K7 standards of confidentiality when dealing with elected representatives and members of the public
- K8 ways in which you can present a positive image of your organisation
- K9 communication issues you may encounter when dealing with elected representatives and members of the public and how to address these
- K10 issues of confidentiality and openness when dealing with members of the public – situations in which information must be given and situations in which information should be restricted
- K11 codes of conduct that are relevant to elected representatives and colleagues and the implications for your work

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Additional Information

This unit covers relationships with the following types of people:

**Scope/range
related to
performance
criteria**

- 1 elected representatives
- 2 colleagues inside your organisation
- 3 colleagues from other organisations
- 4 members of the public

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Behaviours

You must show that you work in the following way

- 1 you show sensitivity to internal and external politics that impact on your area of work
- 2 you model behaviour that shows respect, helpfulness and co-operation
- 3 you show sensitivity to stakeholders' needs and interests and manage these effectively
- 4 you make time available to support others
- 5 you demonstrate a clear understanding of different 'customers' and their real and perceived needs
- 6 you comply with, and ensure others comply with, legal requirements, regulations, organisational policies and professional codes
- 7 you act to uphold individuals' rights
- 8 you identify and raise ethical concerns
- 9 you make appropriate information and knowledge available promptly to those who need it and have a right to it

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Links to other NOS

- | | |
|---|--|
| 1 | B22 Research, analyse and report information |
| 2 | C15 Carry out your responsibilities at work |
| 3 | C31 Contribute to the implementation of local government legislation, regulations and procedures |

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