

SFJC32

Facilitate the implementation of local government legislation, regulations and procedures



Overview

Local government must work within clearly defined requirements. Some of these are external, for example, legislation and regulations. Others are specific to the local authority, for example standing orders and contract procedures. In both cases staff must ensure that the council works to these requirements. Staff must be able to review their own work to ensure compliance. They must also be able to provide information on these requirements to assist elected members and colleagues to make sound decisions.

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 who have a leading role in ensuring compliance with internal and external requirements and providing and facilitating advice and information.

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Performance criteria

You must be able to:

- P1 ensure relevant information on legislation, regulations and procedures is:
 - P1.1 readily available to you, and
 - P1.2 in a form that you can easily use
- P2 ensure your interpretation of relevant legislation, regulations and procedures is accurate, or you seek advice from a competent source
- P3 ensure all areas of work within your area of responsibility are compliant with relevant legislation, regulations and procedures
- P4 ensure that when people request information on legislation, regulations and procedures:
 - P4.1 your response is prompt and courteous
 - P4.2 there is agreement on the information they require
 - P4.3 the information you provide is accurate, up-to-date and respects agreements on openness and confidentiality
 - P4.4 the information you provide is consistent with your responsibilities and level of competence, or you pass the request to a more appropriate colleague
 - P4.5 solutions meet the needs of the people involved
 - P4.6 the person making the request is satisfied with the information and the process, or correct procedures are followed for complaints and further queries
- P5 ensure when you require expert advice from others:
 - P5.1 the source you choose is competent and relevant to the issue
 - P5.2 you follow organisational procedures when engaging their services
 - P5.3 they receive all the information they need to provide advice
 - P5.4 the people needing the advice receive it in good time and with any relevant information they may need to interpret the advice accurately

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Knowledge and understanding

You need to know and understand:

- K1 the main areas of legislation, regulations, procedures and values that apply to your area of responsibility
- K2 sources of information and guidance on the above
- K3 the importance of monitoring all aspects of work within your area of responsibility and how to do so
- K4 the importance of having a correct interpretation of the legislation, regulations, procedures and values
- K5 the importance of being sure that information is within the boundaries of your role, responsibilities and especially competence to provide
- K6 how to provide information appropriate to the types of people involved
- K7 rules on confidentiality that apply to your areas of work
- K8 who to approach when you are unable to provide the information requested
- K9 complaints procedures and procedures to follow for additional queries
- K10 the types of hazards you are likely to encounter in your work place and other places that you may have to work
- K11 how to carry out basic risk assessments and how to respond to the risks you identify
- K12 your duty of care in relation to colleagues and members of the public
- K13 your responsibilities under Health and Safety at Work legislation
- K14 your responsibilities under Freedom of Information and Data Protection legislation
- K15 sources of competent advice and information for the types of legislation, regulations, procedures and values in your area of responsibility
- K16 organisational procedures for engaging external or internal help and why it is important to follow these
- K17 the importance of briefing expert sources fully
- K18 the different opportunities for people to receive the requested information and advice; either you providing it on their behalf or providing a forum in which they can receive the information and advice and explore it further
- K19 the importance of evaluating the quality of the information and advice received and how you could use this evaluation in future cases

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Additional Information

Scope/range related to performance criteria

This unit covers organising meetings and democratic processes for, and providing information to, the following types of people:

- 1 people in your own organisation
- 2 people from other organisations
- 3 during meetings and discussions
- 4 whilst reviewing own work
- 5 whilst reviewing the work of others
- 6 members of the public
- 7 elected members

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Behaviours

You must show that you work in the following way

- 1 you use cost-effective, time-effective and ethical means to gather, store and retrieve information
- 2 you keep promises and honour commitments
- 3 you listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding
- 4 you identify people's preferred communication media and styles and adopt media and styles appropriate to different people and situations
- 5 you identify the implications or consequences of a situation
- 6 you present information clearly, concisely, accurately and in ways that promote understanding
- 7 you give people opportunities to provide feedback and you respond appropriately
- 8 you take personal responsibility for resolving customer problems
- 9 you say no to unreasonable requests
- 10 you keep confidential information secure
- 11 you generate and recognise imaginative and innovative solutions
- 12 you find practical ways to overcome barriers
- 13 you focus personal attention on specific details that are critical to achieving successful results
- 14 you work towards 'win-win' situations
- 15 you make the best use of available resources and proactively seek new sources of support when necessary
- 16 you identify and work with people and organisations that can provide support for your work

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Links to other NOS

- | | |
|---|--|
| 1 | A51 Take effective decisions |
| 2 | C11 Manage your own resources and professional development |
| 3 | C22 Maintain and develop effective working relationships in local government |

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