

Senior Advisory Services Manager Person Specification

Essential

- Proven experience in parish/town council governance or closely related local-government context.
- Strong knowledge of governance, FOI/SAR, and GDPR principles; ability to apply templates and draft clear responses.
- Excellent written and verbal communication skills with a calm, objective approach.
- Stakeholder confidence and professional credibility; able to represent the Association positively.
- Proficient with Microsoft 365; disciplined record-keeping and case logging.
- Willingness to travel within Northamptonshire and attend occasional evening meetings.

Desirable

- Certificate in Local Council Administration (CiLCA) or equivalent.
- Experience handling complex enquiries.
- Familiarity with local government in Northamptonshire.
- Evidence of managing a high-volume enquiry service with clear prioritisation and SLA delivery.
- Experience designing and delivering training to varied audiences (officers and councillors).
- Design of templates, guidance notes, and process improvements.
- Experience with legal partner liaison and escalation protocols.

Practicalities

- Right to work in the UK.
- Enhanced commitment to equality, diversity, and inclusion.
- Data protection and confidentiality adherence.
- Driving licence and access to a vehicle.