



Association of
Democratic Services
Officers

COME INTO MY PARLOUR!

DEMYSTIFYING THE MANAGEMENT OF CIVIC OFFICE



ELEMENTS TO SHARE

- Challenges of being new in post
- How you are already equipped to thrive
- Qualities and Skills of a good Civic Officer
- Help and Resources
- Top Tips



CHALLENGES



- Protocol to learn
- Perpetuation of the worst of tradition
- Exaggerated sense of self importance
- Long / irregular hours culture
- Information not well recorded
- Quality of Members elected to office
- Very steep learning curve in year one



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ON THE BRIGHT SIDE – WHAT'S IN YOUR FAVOUR?



- Close to the corporate centre
- Existing relationships with Members and senior officers
- Excellent knowledge of CPRs
- Work in teams not in isolation
- Opportunity to introduce change
- IT and social media aware
- Personal Development



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WHAT WILL YOU NEED?



- Event & Project Management
- Time Management
- Partnership Building
- Researcher
- Speechwriting
- Tact & Diplomacy
- Patience
- Counsellor
- Confidante



WHERE WILL YOU FIND IT?



- Colleagues
- NACO
- ADSO
- Link Support Services (UK) Ltd
- Networking



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NATIONAL ASSOCIATION OF CIVIC OFFICERS - NACO



- Approaching 1000 members
- Free to join
- Website with Message Board, supplier pages, resources and news
- Training events
- Networking opportunities
- Lead body for Operation London Bridge
- Custodians of Civic Ceremonial (5th edition) - seminal reference for protocol
- Biennial awards ceremony with a cash prize for Civic Office of the Year

naco.uk.com



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NACO WEBSITE



[Message Board](#) [About Us](#) [Contact Us](#)

[BECOME A MEMBER](#)

[HOME](#) [MEMBERSHIP](#) [TRAINING & DEVELOPMENT](#) [EXECUTIVE COMMITTEE](#)
[HELP & ADVICE](#) [AGM 2021](#)

The **National Association of Civic Officers (NACO)** promotes excellence in local authority civic offices throughout the UK.

It provides training events designed specifically for civic officers through a network of experienced professionals.

**ANNUAL TRAINING
EVENT & AGM 24
March 2021**

Book no later than midday
on 22 March 2021

Welcome

- [Membership](#)
- [Training & Development](#)
- [Executive Committee](#)
- [Help & Advice](#)
- [AGM 2021](#)

Quick Links

- [NACO Training Event 24 March 2021 - Book no later than midday on 22 March 2021](#)
- [NACO AGM 24 March 2021](#)
- [NACO Message Board](#)
- [Civic Coaching Programme](#)
- [Civic Office of the Year](#)
- [Suppliers' Page](#)
- [Significant Dates](#)
- [Platinum Jubilee Arrangements](#)
- [Vacancies in Civic Officer](#)



LINK SUPPORT SERVICES (UK) LIMITED



- 27th year training members – lively, practical and interactive
- David McGrath is a former Councillor
- Subject expert affiliates
- Founder sponsor of ADSO Conference and Webinar programme
- Training Partner of NACO
- Bespoke coaching and development for civic heads
- Delivery ‘in the room’ or using your online platform of choice
- Hundreds of civic heads and deputies have benefitted

MAKING A BENEFICIAL DIFFERENCE – COACHING FOR CIVIC HEADS

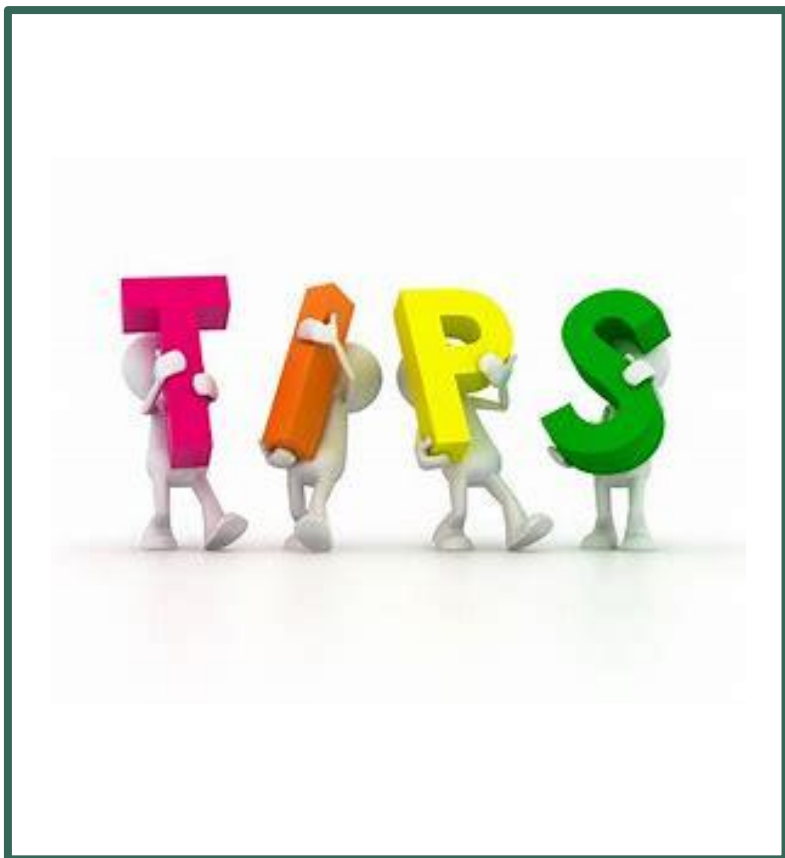
- Developing a theme, with personal objectives, linked to the Corporate Vision
- Potential Pitfalls in a term and how to avoid them
- Dealing with the media, including social media
- ‘The Magic Minute’ – a tool to enable the framing and delivery of a speech, with little or no notice
- Chairing Council meetings in the chamber or the virtual world



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TOP TIPS – THINGS TO TAKE AWAY



- Civic Handbook – read, modify or write
- Join NACO – book for the event on 24 March
- Investigate commissioning Link Services
- Take care with relationships –
 - professional and respectful
 - confident and assertive when necessary
 - promote your civic head, not yourself
 - no first names!



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MAKE THE CHANGE FROM CONCERN TO CIVIC SUCCESS



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