

A review of the role, responsibilities, and resourcing of the Monitoring Officer function





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About the consultant:



Deborah Evans

Deborah Evans is the Chief Executive of LLG. Having started her career in local government at Dudley Metropolitan Borough Fire & Rescue Authority, she has since gone on to work in senior roles across the legal sector, including the in-house legal team of a major retailer; as a Practice Monitoring Officer of a law firm; in management at the Legal Aid Board; Chief Executive of the Legal Complaints Service, and Chief Executive of the Association of Personal Injury Lawyers.

With a strong focus on good governance and business transformation, she takes a creative approach to improving and modernising services with a view to making organisations fit for purpose, lean, effective, and providing excellent value for money.

With previous experience of top table discussions in parliament and with major decision makers in the legal sector, Deborah is raising the voice and influence of lawyers in local authorities to the highest level to shape policy for the public good.



Introduction

There is a fundamental need for change in the role and responsibilities of the monitoring officer at Bedfordshire Fire & Rescue Authority. Both the authority and the service need to be supported both in the 'day job' and through a period of unprecedented change.

The recent white paper proposals could potentially have an impact on the structure and governance of the authority, and on the working lives of those in fire and rescue services. Even before the white paper, fire and rescue authorities faced increasing challenges, particularly with respect to restructures, pay negotiations, unlawful pension decisions, and potential strikes. From an employee perspective, the service faces several IDRPs. All these issues require the support, advice, and guidance of a monitoring officer.

So, will the pace of change decrease? Unfortunately, not. Reforms will require considered decision making in authority and executive meetings over a lengthy period of time, deftly supported by flexible and agile governance, along with proactive legal advice and regulatory guidance from the Monitoring Officer.

There is evidence that the Monitoring Officer role is under resourced, with the current post holder working flexibly 30 days a year - approximately 0.5 days a week. There is also room for improvement in the provision of services as the current monitoring officer principally serves the authority rather than the service.

The lack of available resource leads to a less proactivity, with service staff undertaking activity and preparing reports in the absence of proper advice, with concern that resources are overstretched.

LLG has been asked to define the 'best fit' monitoring officer function for Bedfordshire: What structure and resourcing options are appropriate for the needs of Bedfordshire Fire & Rescue Authority and why? LLG will focus on role and responsibilities, the size of the resource required, and the reporting structure.

This report is not being done in isolation. Bedfordshire Fire & Rescue Authority has already undergone change in other areas of the Service, such as the previous change in reporting line of the s151 officer, and is committed to undertaking an independent peer review of governance and decision making. The aim is to ensure the service is fit for purpose.

Additionally, LLG has conducted a review of the needs of the democratic services team to see whether there is a role for the monitoring officer in supporting the team.

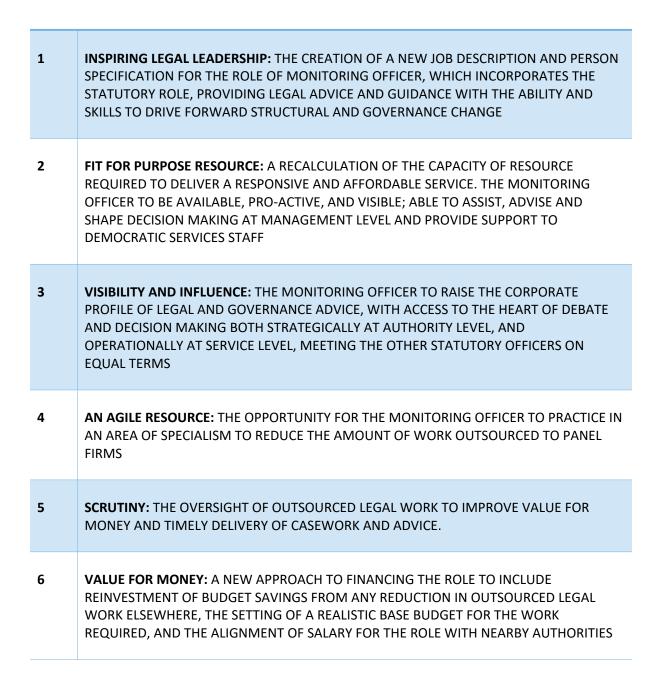
Bedfordshire Fire & Rescue Authority has an opportunity to rethink the way the monitoring officer service is provided, to rejuvenate the structure, and to build a service for the future. Throughout the review, I have seen a willingness from both members and officers to do so. I would like to thank all those who gave up their time to contribute to my review to help inform these recommendations.

Deborah



Executive Summary of proposals:

This report proposes 6 fundamental strategic objectives to improve the role of monitoring officer within the organisational structure at Bedfordshire Fire & Rescue Authority and Service:





Terms of Reference

The terms of reference of the review were to support the recruitment of a Monitoring officer for Bedfordshire Fire & Rescue Authority, looking at role, responsibilities, and reporting structure, to provide options for a fit for purpose, properly resourced, Monitoring officer function. The aim is to ensure the authority and the service are fit for purpose, fully aware of the challenges ahead, and have the capability and the resilience to navigate the future.

Background:

The existing structure of the monitoring officer role is 'light touch' and is the product of history, having evolved little over time. Recently, the legal activity within the service has increased, particularly because of pension issues resulting from decisions regarding the lawfulness of the 2015 pension scheme. Furthermore, the white paper, left unchecked, has potential to be a disruptor – proposing different structures for governance and decision making, impacting both upon skills and the amount of resource required.

So, is the 'light touch' structure still fit for purpose? I think not.

The modern-day role of the Monitoring Officer is being increasingly recognised as a mixture of legal, governance and corporate/strategic responsibilities. It is important that the holder of this role has the status and qualities to operate at that corporate level. Bedfordshire FRA would like to further develop the position into the wider proactive role typically undertaken by monitoring officers elsewhere and have advised that they prefer the future post holder to be a qualified lawyer.

Bedfordshire Fire & Rescue Authority benefits from members who demonstrate appropriate behaviours, and as such has a low level of code of conduct issues requiring management. Therefore, the monitoring officer appears to have been less involved in those areas than in other authorities.

The post holder will be required to drive forward good corporate governance, commenting on compliance, and pro-actively advising on options for solutions. It is essential that the role has gravitas to ensure compliant decision making. The Monitoring Officer should be the enabler, the facilitator that enables the Fire & Rescue Authority to move forward with projects that achieve the ambitions of the leadership team.

Good advice on governance, legal and regulatory compliance is the glue that holds the Fire & Rescue Authority decision making together.

Methodology

The evidence gathering consisted of:

- A documentation review including job descriptions, structures, strategy & plans
- Interviews with key stakeholders including officers & councillors
- Focus group interview with the democratic services team



Key Findings:

The role of the monitoring officer exists to ensure regulatory and legal compliance, to ensure good governance and sound decision making, to provide advice on constitutional and corporate issues, and to maintain the link between the three constituent local authorities and the fire service.

At present, the role of Monitoring Officer is limited from a resource perspective to just 30 days a year — approximately half a day a week worked flexibly to serve solely the constitutional needs of the authority. With the current landscape of change now laid before us, that model is unsustainable even for the authority alone.

Current Core requirements:

- attending meetings of the Fire Authority & the Executive Committee,
- Attend audit & standards committee meetings & Chairs briefings if required
- Preparation of reports in advance of meetings
- Weekly discussions with the Chair
- Periodic meetings with the Chief Fire Officer and the s151 officer to discuss live issues
- Dealing with any complaints

Legal advice is currently procured from private firms via framework agreements

Reporting Line: Chair of the Fire & Rescue Authority

As the current post holder is looking to retire, the question has been raised as to whether the role could be expanded to deal with the wider demands of the fire service as well as the authority, and if so, what the role would look like, and how it could be funded. The current post holder John Atkinson will stay on until the end of September.

The future presents several challenging scenarios in which a monitoring officer could play a significant part, offering advice, support, and carrying some of the workload. The white paper proposes a wholesale strategic change in governance with the proposed move to a Police, Fire & Crime Commissioner model, which sits less easily with a combined authority.

Additionally, there are issues to be resolved with respect to detriment resulting from awards from the 2015pension scheme which have been declared unlawful. I would expect a monitoring officer to work with HR to advise both the authority and the service as to options available, collating views and evidence to support the policy stance being taken, advising with respect to separate responses from the authority and the service and assisting in the drafting of a response from the authority on a strategic, political perspective and a response from the service with an operational perspective.

Responsibilities of the new expanded role:

- To provide constitutional legal advice, compliance, and regulatory advice to the service as well as the authority, advising how to change and move the business forward
- To deal with the forthcoming governance challenges proposed in the white paper and to be able to advise both the authority and the service as to options for the way forward.
- To provide initial advice and where appropriate carry out legal work for the service functions in an area of expertise e.g., employment, procurement contracts, pensions, property and



estates management, or prosecutions. It is more likely that a post holder would have one specialism rather than be a generalist.

- To provide scrutiny and oversight through overseeing outsourced legal work
- Create opportunity for the Chief Fire Officer, s151 officer, and the monitoring officer to form that 'golden triangle' of the three statutory roles to enable the service to be steered confidently through a period of change.
- Create space for the Monitoring Officer to be able to proactively prepare papers and reports
 for the authority on topics of strategic importance to enable the authority to function
 effectively at strategic level for example, future structural options for the authority, and to
 undertake horizon scanning and inform the authority and services of forthcoming changes,
 activity elsewhere, and to network with other Monitoring Officers from fire & rescue
 services and the fire lawyers network to ensure completely up to date
- Appoint a Monitoring Officer who can be an advocate and a knowledge resource for the
 democratic services team, advising and supporting on the constitution etc to enable them to
 build resilience and do a better job, and building a better understanding of the value of the
 dem services role across the authority and the service, and ensuring complete and compliant
 record keeping a single point of truth
- Appoint a Monitoring Officer who can be a knowledge resource for the Human Resources team, advising on IDRPs, contracts, employment etc to enable them to do a better job
- Seek a robust monitoring officer who can proactively flag legal risks and legal implications within proposals to the authority and the service, reviewing papers and making comments in advance of meetings, to ensure all boxes are ticked. The aim is to achieve a more robust approach to compliance and good governance.
- Seek a monitoring officer who can be an effective bridge between members and officers, building transparency, trust and confidence, and bold enough to hold people to account

Options for reporting line: report into the Chief Fire Officer whilst remaining accountable to the Fire Authority with dotted line to the Chair. This mirrors the approach taken firstly with the s151 in Bedfordshire Fire & Rescue, and secondly in local authorities. This allows line management and regular appraisals. It will not compromise independence as a monitoring officer has to give the correct advice regardless as to who is asking. A Monitoring Officer should speak truth to power and be willing to give unbiased advice honestly and independently.

Options for improving resources:

Needs online access to Westlaw

At the May meeting, the Executive Committee saw advantages in the Monitoring Officer supporting the service as well as the authority and expressed a preference for the post-holder to know the area and attend meetings in person. They were keen on the improvement to governance that additional scrutiny and oversight could provide. Costs are however key, the preference at this point was to undertake conversations with neighbouring fire authorities with respect to resourcing the role, as this bought the added advantage of an in-depth knowledge of fire and rescue services and the current context of reform.

Finance

The current monitoring officer costs £16k a year, inclusive of on-costs. Additionally, a sum of £25k was spent on direct legal support for HR last year.



To be tackled short term:

- The Monitoring Officer to network via LLG branch and national groups, and attend training / self-development to ensure best practice working
- Proactive advice on structural reform
- Active assistance with IDRPs and advice to HR
- Development of a strategy for pensions issues
- Implementing the recommendations of the LGA peer review

To be tackled medium term:

- Improving the digital records
- Scrutiny of outsourced legal work and management of spend
- Development of existing councillors in their role
- Building the 'golden triangle' team cohesiveness and raising morale

To be tackled long term

- Ongoing advice on continuous reform resulting from change programs
- Review of the Constitution and Scheme of Delegation

Democratic Services:

The main functions of the small Democratic Services Team are to support the range of meetings that are in place to ensure effective decision making and provide advice and support to enable elected members and senior officers to fulfil their duties and meet their obligations.

The Democratic Services Team uses Modern.Gov for its meeting management system. This is the leading product in the sector. However, there has been a preference from elected members to present and store board papers in a different way using different software which has complicated the 'single point of truth' and the sharing of information with the public. The service would benefit from leadership in the development of a digital strategy for supporting the business unit.

Considering the challenges and the pressures over the last 18 months with a lack of resource, the team has coped remarkably well in delivering their core services. They are a committed and hardworking team. The team feel they have more to offer from the perspective of advice on the constitution etc and would benefit from the monitoring officer being an ally, able to advise and assist where required.



Options for resourcing the Monitoring Officer Role

Bedfordshire Fire & Rescue Authority and Service has a wide discretion to create a Monitoring Officer role to reflect the current needs of the organisation. The creation of a new, all-encompassing role enables a new job profile to be formulated that sets the style of leadership as well as the span of operation, requiring the nouse to navigate the authority through a significant governance change programme.

So what competencies are required?

Bedfordshire Fire & Rescue Authority needs to have a good system of governance in place to navigate an environment of constant change within fire & rescue. Financial uncertainty continues, along with political agendas such as 'levelling up' and the impact of the White Paper, along with responsibilities to deliver measurable objectives on climate change. The independent review being undertaken by the LGA of governance may well generate recommendations for the Monitoring Officer to implement,

The expansion of the role of Monitoring Officer reflects a desire on the part of Bedfordshire to build a job description with far more strategic and operational influence. The post holder will need to be willing to work closely with neighbouring fire and rescue authorities so that knowledge can be shared. Equally, they will need to be skilled in agile and effective governance, enabling change, and overseeing strong decision making.

Obviously, the Fire & Rescue Authority must be kept legally compliant, but importantly the monitoring officer is expected to offer solutions to the problems and ambitions of the Fire & Rescue Authority. The new Monitoring Officer will need to be approachable and be able to translate complex legal issues for a lay audience. They will need to be creative, innovative, flexible, and work collaboratively with a solutions-orientated approach to the complex challenges faced within Bedfordshire. They will need experience in change management from a structural or governance perspective.

The Monitoring Officer is often involved closely with Democratic Services as an ally offering guidance and support. There is clear synergy in some areas – for example, they may be present in the same meetings, listening to the same discussions and serving the same members ad officers. Good governance sits at the heart of both roles.

The Monitoring Officer role will require a legal qualification. As well as providing high level corporate legal advice, and overseeing outsourced legal work, the post holder will be expected to provide legal advice on a particular specialism such as employment.

A draft job profile for the Monitoring Officer is attached.

1. Buy in Monitoring Officer services from a neighbouring fire authority

The option to share a monitoring officer with a neighbouring fire and rescue authority has many advantages. Firstly, there is shared knowledge and context, secondly there are economies of scale, in that a piece of work done once can service more than one authority, for example on pensions and



the white paper. In a shared model, Bedfordshire would need to contract for between 1-1.5 days support, depending on the workload.

Enquiries have been made with respect to arrangements at neighbouring fire and rescue authorities.

Buckinghamshire & Milton Keynes Fire Authority:

Buckinghamshire Fire & Rescue Service employ a full-time monitoring officer, Graham Britten, who has extensive experience of working in fire and rescue services, along with previous experience at one of the constituent local authorities. Additionally, he has experience of providing services to Royal Berkshire Fire & Rescue Authority over the past 5 years, so this would not be a new arrangement for them.



Graham Britten is both a solicitor and former university law lecturer. Graham joined the Authority in 2012 as in-house counsel and statutory Monitoring Officer to ensure regulatory compliance and to manage litigation risk. He provides advice and support to the Authority, to the Chief Executive, and to Directors across their functions. Additionally, as the Senior Information Risk Owner (SIRO) he is responsible for information governance and assessing how strategies may be affected by information risks. He also supports the authority in employment work.

Arrangements: The Monitoring Officer would be expected to attend in person for meetings of the executive committee, fire and rescue authority, audit and standards committee, and member development days, along with regular face to face meetings between the three statutory officers. Other legal work can be done remotely unless there is a need to attend in person (for example an employment tribunal).

Cost: The cost they would look to charge for one-day per week would be circa £28,500 per year. This is based on a cost recovery model taking Graham's salary, Employers national insurance contribution, Employers pension contribution and overhead costs (e.g. office, IT, lease car) and dividing by one-fifth. This would need to be reviewed annually in line with any pay awards and other cost increases.



Using the same methodology, 1.5 days per week would cost circa £42,750 per year. Additional costs such as mileage and out-of-pocket expenses would be recovered as incurred.

Timing: The contract could start from the beginning of September to allow time for a handover and telephone support from the existing monitoring officer during the first month.

Scrutiny: A log of work carried out for Bedfordshire would be maintained to ensure that value for money is maintained.

Other neighbouring fire authorities had less to offer. Royal Berkshire Fire Authority procure monitoring officer services from Buckinghamshire, Cambridgeshire Fire & Rescue Service procure Monitoring Officer services at circa 90 days per annum (c2 days a week) from an external provider, and Essex Fire & Rescue Authority have a different governance structure and utilise the legal services of the PFCC office.

2. Recruit a part-time Monitoring officer

Bedfordshire Fire & Rescue Authority could choose to undertake a recruitment campaign for a parttime Monitoring Officer promoting the benefits of working both in Fire & Rescue and in Bedfordshire. The position would be externally advertised to attract a wide range of candidates in line with equality and diversity commitments.

Part time roles are becoming more popular. However, as witnessed by the local authorities, recruiting experienced monitoring officers is not easy, and as such it may be necessary to recruit a 'first time 'monitoring officer.

Arrangements: The Monitoring Officer would be expected to undertake hybrid working – to attend in person for meetings of the executive committee, fire and rescue authority, audit and standards committee, and member development days, along with regular face to face meetings between the three statutory officers. Other legal work can be done remotely unless there is a need to attend in person (for example an employment tribunal).

Costs: The role would require two days a week if resourced by an employee, as there are no economies of scale from servicing more than one authority. Salaries for monitoring officers vary dependent on the size of the authority or service, with current advertisements varying from £77k - £120k. Additionally, the on-costs (NI, Pension etc) must be funded, adding another 30% to the bill. Furthermore, the service would need to invest in access to a digital knowledge management system such as Westlaw to ensure the post-holder had access to relevant texts.

As such, this option is likely to be significantly more expensive and cost upwards of £65k.

Timing: If this approach was agreed at the July FRA meeting, allowing time for the advert to run, interviews, and notice to be worked, the appointment would most likely commence at the end of the year.

3. Procure Monitoring Officer services from a constituent local authority

The three constituent councils are:



- Bedford Borough Council:
- Central Bedfordshire Council:
- Luton Borough Council

Monitoring officers are in short supply and the market is competitive, and therefore the constituent authorities have often struggled to resource the role and at least one has an interim in position, with another having just recruited. Whilst the option to share a monitoring officer with a constituent authority is attractive, it is essential that the monitoring officer in question is established and settled before taking on additional responsibilities.

This may be an option for the medium term but is unlikely to provide a short-term solution.

Summary:

The role and responsibilities of the monitoring officer should be expanded as detailed to provide a fit for purpose resource both for the authority and the service.

The reporting line should be to the Chief Fire Officer, with a dotted line to the Chair of the Fire and Rescue Authority.

The most feasible alternative, providing an experienced practitioner and a timely solution, is to enter an arrangement with Buckinghamshire.

Dependent on budget, I would propose ideally starting with a retainer of 1.5 days per week. However, if budget constraints prevent this, a starting position of 1 day a week with the option to purchase additional time as required, with a review after 6 months, would provide a way forward. In this scenario, the reduction in outsourced legal costs would be less, as there would be less opportunity to absorb this work.

This would however ensure that both the authority and the service are better equipped to deal with future challenges.

Deborah Evans 05/07/2022



BEDFORDSHIRE FIRE AND RESCUE SERVICE

JOB DESCRIPTION

Job Title: Monitoring Officer Grade:

Post Number:

Official Base: Fire & Rescue Service Headquarters

(but likely to also work from home)

Responsible to: The Fire and Rescue Service & Authority. The post-holder reports to

the Chief Fire Officer

Responsible for: None

Liaison with: Internal

Chief Fire Officer Senior Management

Assistant Chief Officer & Treasurer

External

External Auditor

Audit and Standards Committee

ORGANISATION CHART





Job Purpose:

To be responsible for the proper administration of the Fire and Rescue Authority in accordance with all current legislation including the Local Government and Housing Act 1989 the Localism Act 2011, and the Authority's Standing Orders. The postholder will discharge the statutory, non-statutory and regulatory functions attached to the role, including the statutory duties as the Authority's Monitoring Officer.

Principal Accountabilities:

The purpose of this Job Description is to indicate the general level of responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility.

MAIN DUTIES AND RESPONSIBILITIES

- 1. To exercise the powers and responsibilities of the Monitoring Officer for the purpose of Section 5 of the Local Government and Housing Act 1989, and the Localism Act 2011 and to act as Proper Officer of the FRA and the FRS, except where legislation names another officer, or the FRA and FRS have specifically determined otherwise.
- 2. To act as Solicitor to the FRA and FRS and to authorise the institution, defence, withdrawal or compromise of any claims or legal proceedings, whether civil and/or criminal and to advise on any legislation affecting the corporate governance of the FRA.
- 3. To attend (in person) meetings of the Fire & Rescue Authority, the Executive Committee, the Audit & Standards Committee, Chair Briefings, and the meetings of the three statutory officers. To prepare relevant reports for the meetings as required
- 4. The post holder will provide advice on legal, governance and standards issues to the Fire & Rescue Authority & Service; working corporately with the Chair, the Chief Fire Officer, and the Senior Management Team and Elected Members to ensure the Authority and Service remain complaint, fulfilling its legal and regulatory obligations; that its decisions withstand scrutiny, and that it is well equipped to deal with future challenges, and deliver in line with the strategy.
- 5. To sign on behalf of the FRA any document necessary to give effect to any resolution of the FRA, FRS or officers pursuant to the Schemes of Delegation approved by the FRA. To report any contraventions or likely contraventions of any enactment or rule of law to the FRA.
- 6. To establish and maintain a register of interests and a register of gifts and hospitality of Members and co-opted Members, and to receive complaints and concerns about Members from members of the public or other persons and to advise upon and/or investigate allegations of misconduct against Members and co-opted Members In accordance with the FRA's arrangements under the Localism Act 2011.
- 7. To advise Members on the interpretation and application of the FRA's Code of Conduct and assist Members on any issues relating to disclosable pecuniary or other



interests under the code, and to promote and maintain high standards of conduct through support to the Audit and Standards Committee and act as the source of advice and training for Members and officers on conduct and the adoption of a local code of conduct.

- 8. To advise the FRA on vires, maladministration, financial impropriety, and probity issues and to report on any maladministration, or contravention of any enactment or rule of law. To meet regularly with the Chief Fire Officer and Assistant Chief Officer(ACO)/Treasurer to consider and recommend action in connection with current governance issues and other matters of concern regarding probity.
- 9. To ensure an adequate system of record keeping is maintained for the FRA's decisions and be the proper officer for access to information relating to agendas, reports and background papers in accordance with legislation; ensuring the FRA, ACO/Treasurer and Chief Fire Officer have up-to-date information regarding emerging issues.
- 10. To report to the FRA from time to time on constitutional matters and any necessary or desirable changes following consultation in particulars with the Chief Fire Officer and ACO/ Treasurer.
- 11. To work closely with the two other statutory officers to ensure the Fire & Rescue Service is fit for purpose both now and in the future, scrutinising proposals for legal risk. To provide advice to HR on employment issues, on IDRP's where appropriate, and pensions claims. To provide advice to the Democratic Services team with respect to governance and constitutional issues.
- 12. To build internal and external relationships with officers and elected members to ensure the authority and service work in a joined-up way. To foster good external relationships with other fire and rescue services through networking.
- 13. To undertake horizon scanning to keep abreast of developments in Fire & Rescue law and governance and, where appropriate within a local authority context. To brief the Authority & Service with respect to relevant government consultations, new legislation, and proposed changes to employment practices, the pension scheme or pay structure from a legal perspective.
- 14. Where appropriate and where time permits, to carry out legal work on behalf of the authority and oversee outsourced legal work to check that the work represents good value and is of an acceptable standard
- 15. To undertake any other duties of a similar level and responsibility as may be required.
- 16. To attend such training/personal development courses as may be considered necessary.
- 17. The post holder is required to comply with relevant health and safety legislation and the Service policies and procedures of Bedfordshire Fire and Rescue Authority in the performance of his/her duties. This includes the requirement to take reasonable care of themselves and others affected by their work activities, use equipment correctly



and apply safe-working practices effectively, to remove or minimise risk of accident, injury or ill health.

- 18. Practice and promote equality and diversity and the fair and equitable treatment of all staff and customers within the scope of the post.
- 19. To support and participate in the formulation of standards and procedures for quality management and customer care expectations.

DIMENSIONS

Financial management:

 Whilst not responsible for budget management per se, the post holder is expected to have due regard to the Fire and Rescue Service budget from a compliance and best value perspective.

Other:

The role is part-time

CONTEXT

To ensure that both the Fire and Rescue Service and the Fire and Rescue Authority operate in a compliant way, through the giving of timely advice on law, legal risk and governance.

To ensure that the Fire and Rescue service is fit for the future through engagement in strategic planning, building understanding of government reform programs, networking and horizon scanning.

(12.07.22)



BEDFORDSHIRE FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

JOB TITLE: Monitoring Officer

GROUP:

List below the skill, knowledge, experience and qualifications considered necessary to carry out the duties of the post as shown in the job description.

ESSENTIAL

DESIRABLE

Qualifications

Degree in law, or equivalent, and relevant professional qualification.

Qualifications

Experience

Significant managerial and administrative experience gained at a senior level.

Experience in providing high level corporate governance advice.

Experience of providing legal advice within a Public Authority setting.

Experience in investigating complaints against senior members of an organisation.

Preparation of local authority standing orders, schemes of delegation and financial regulations.

<u>Skills</u>

Excellent communication skills and the ability to prepare written reports, attend and present at Authority meetings as required.

Detailed knowledge of corporate governance issues.

Ability to form and maintain constructive and productive links with Members, Local

<u>Experience</u>

Skills



POSTHOLDER

Analytical and problem solving skills	
Knowledge A thorough understanding of legislation affecting the responsibilities of this role.	<u>Knowledge</u>
An understanding of and commitment to equality principles and practices	
An understanding of and commitment to quality management and customer care principles and practices	
An understanding of and commitment to Health and Safety in the workplace	
Other Self-motivated.	
PREPARED BY	_ DATE
SIGNED BY:	
HEAD OF GROUP	DATE:
HR REPRESENTATIVE	DATE:

...... DATE......