



## **ROLE PROFILE**

### **CHIEF OF STAFF (Monitoring Officer)**

#### **Role Purpose – Vision and expectations**

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We have set ourselves the challenge of transforming our services to deliver the organisational vision and priorities, placing our communities at the heart of what we do. We are ambitious and committed to be the best we can and to make a difference. This role is central to transforming how we operate – ensuring our services provide best value while keeping communities at the heart of what we do.

This role is a high level, strategic role responsible for overseeing the operations of the Executive team, managing cross organisational projects and ensuring business objectives are achieved. Providing critical support in decision making, driving key initiatives and ensuring organisational goals are aligned across all service areas. It requires a high level of problem solving skills combined with clear leadership. Acting as a central point of communication between the CEX, senior leaders and external stakeholders, ensuring transparency and clarity.

This role will also lead and champion delivery of a range of services and will form part of the Executive Leadership Team. Act as the designated officer under and for the purpose of Section 5 of the Local Government Act and Housing Act 1989, as amended by Schedule 5 paragraph 24 of the Local Government Act 2000, operating as the Monitoring Officer to ensure that the Council fulfils its lawful obligations, statutory duties and performs its functions and activities in accordance with the law and the principles of good governance.

Effective collaboration and engagement through role modelling is critical and this means working with and supporting and engaging colleagues on the senior leadership team, elected members and colleagues across the council as well as partners and stakeholders.

#### **Leadership Expectations/responsibilities**

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##### **Corporate**

- Actively contribute to Executive Leadership Team decision making, influencing outcomes and supporting the delivery of corporate vision, strategies, priorities and transformation projects
- Providing support across corporate activities including local government reorganisation, efficiency improvements, and change readiness
- Maintain active engagement with Cabinet members as Chief of Staff, ensuring members are engaged with and involved in key developments
- Build strong, effective relationships with elected members, offering professional advice in line with the member/officer protocol
- Provide visible leadership, modelling organisational values and behaviours
- Share knowledge and resources flexibly to meet evolving organisational needs

- Champion transformation and foster a forward looking, change ready culture
- Align service planning with corporate strategies, using robust data, performance management and KPI's to drive improvement
- Represent and promote the council locally, regionally and nationally, engaging with stakeholders and partners
- Embed a high-performance culture through challenge, feedback and effective appraisal processes
- Encourage innovation and continuous improvement across services and service boundaries
- Promote inclusivity and a support culture that enables all employees to thrive
- Strengthen partnerships and collaborative working across services and partners/stakeholders
- Support career development through clear pathways and inclusive recruitment practices
- Ensure services comply with health and safety legislation and council policies

## **Operational**

### **Strategic Leadership and Advisory**

- Acts as the Council's Chief of Staff and Monitoring Officer, serving as the principal legal, governance and propriety advisor to the Council, Executive, Corporate Leadership Team and elected members
- Provides strategic and operational support to the Executive Team including internal/external communications
- Leads cross cutting projects and initiatives, promoting innovation and continuous improvement across services
- Active member of the Executive leadership team, contributing to corporate strategy and decision making

### **Governance, Legal and Constitutional Oversight**

- Ensures lawfulness, fairness and propriety in Council decision making and operations
- Responsible for the operation, interpretation and maintenance of the Council's constitution, providing legal advice and support to officers and members
- Responsible for the Council's Code of Corporate Governance and maintaining high standards of conduct and ethical governance
- Advise on Code of Conduct complaints, including Parish Councils. Conduct, or delegate as appropriate, investigations into informal complaints on misconduct by Members and formal Code of Conduct complaints. Perform ethical framework functions in relation to Parish Councils and oversees recharging systems for services provided
- Provides clear and concise legal advice on vires issues, maladministration, probity and executive decisions within budget and policy frameworks
- Acts as Proper Office for access to information and ensures transparency of executive decisions. Acts as the Council's DPO

### **Legal Services and Representation**

- Ensures the Council is legally advised and represented in proceedings,

- delivering proactive and solution focused legal services
- Handles complex legal matters, identifying risks and advising on mitigation strategies
- Provide advice to the council in respect of its role in the oversight and relationship with its wholly owned local authority companies
- Leads procurement and contract management, ensuring compliance with standing orders and financial regulations

### **Regulatory and Licensing Functions**

- Ensures effective operation of the Council's role as a Licensing Authority and Regulator
- Supervises licensing matters including gambling, animal welfare, taxis and the Licensing Act

### **Monitor Officer Responsibilities**

- Reports contraventions or likely contraventions or any enactment or rule of law and reporting on any maladministration or injustice where the Ombudsman has carried out an investigation
- Attends Full Council and other meetings to provide constitutional and legal advice
- Maintain registers (Members interests and hospitality)
- Receive reports and take action under the Council's Whistleblowing Policy
- Provides advice and guidance on a range of matters to a variety of audiences including members, Standards Committee and the Chief Executive

### **Corporate Compliance and Risk Management**

- Ensures compliance with statutory obligations, corporate policies and financial regulations
- Embeds risk management and governance frameworks within service delivery

### **Service Leadership and People Management**

- Leads and manages services with accountability for operational, financial and governance performance
- Ensures business continuity arrangements are in place with effective service structures aligned to corporate priorities
- Promotes a culture of respect, inclusion and high performance, tackling poor performance and recognising excellence
- Supports staff development and wellbeing in line with HR policies and practice
- Facilitates effective communication and teamworking through regular meetings and engagement
- Delegated functions as detailed in the council's Constitution (and as amended from time to time)
- Demonstrate a commitment to professional development to meet the changing demands of the role

### **Portfolio of services**

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- **Legal Services**
- **Licensing**
- **Democratic Services**

- **Elections**
- **Corporate Governance**

*From time to time, the areas under the responsibility of this role may vary on a permanent or temporary basis to reflect council priorities or emerging issues. When this occurs, the relative job size will remain within the parameters of the grade for this role as evaluated through the Council's job evaluation scheme.*

#### **General role requirements**

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- This is a politically restricted post under the Local Government Housing Act 1989
- Undertake any other duties as allocated by the Chief Executive
- Work outside of normal working hours when required
- Participate on an on-call emergency response rota
- Attend Cabinet and other member meetings as required

## Person specification

### Part one

#### Knowledge, experience and qualifications

- Professional qualification or postgraduate degree level expertise
- Extensive senior level experience in local government with a strong track record in governance, legal services and political advisory roles
- Proven leadership in complex, high impact environments with the ability to identify priorities and drive strategic action
- Strong project and performance management skills with experience leading service areas and managing statutory compliance
- Deep understanding of local government functions, challenges and statutory frameworks, including data protection, FOI and health and safety
- Demonstrated ability to work effectively with elected members, external legal advisors and stakeholders, earning trust and delivering sound advice
- Experience as Monitoring Officer and commitment to continuous professional development
- Detailed understanding of relevant statutory requirements for the areas managed
- Knowledge of regional and national issues affecting local government and their implications for council services

### Part two

#### Skills and abilities

- Strategic thinker with the ability to manage complexity, lead change, and define clear goals and priorities
- Strong leadership and delegation skills, with a focus on accountability and performance
- Excellent communicator, able to tailor messaging for diverse audiences, produce complex reports, and present confidently in public forums
- Builds effective relationships across teams, services, and external stakeholders, operating sensitively in political environments
- Deep understanding of local government law and statutory duties, with the ability to interpret legislation and ensure compliance
- Skilled in advocacy, legal prioritisation, and working with external legal advisers
- Proficient in IT and case management systems, leveraging technology to enhance service delivery
- Organised and resilient, able to manage competing demands and meet deadlines under pressure
- Motivates and develops teams, setting clear objectives aligned with corporate priorities
- Champions equality, inclusivity, and continuous improvement across services
- Pragmatic and proactive in addressing challenges and driving innovation
- Committed to value for money, professional integrity, and high standards

of service

- Willing to work flexibly, including evenings and weekends, with tact and diplomacy in handling sensitive issues
- Ability to ensure that the Council operates at all times within its lawful powers and in compliance with its statutory duties