

JOB TITLE:	GOVERNANCE OFFICER
JOB HOLDER:	
DATE UPDATED:	2024
REVISION (HR Office Use):	V1

****This job description is for guidance only and not part of the contractual employment terms. It should be revised at annual appraisal and at times of other major changes to the role. Please see guidance notes on the intranet for more information on completing it.****

1 MAIN PURPOSE OF THE JOB

Delivers an effective and efficient administrative service in support of the Director of Governance and the team maintaining an efficient service for the governance of the Institute.

Provides proactive support to the team with administration services

2 POSITION IN ORGANISATION

- Reports to the Head of Governance.
- Works in close collaboration with the Director of Governance and the team across their full range of activities, and consults regularly with the rest of the organisation, Trustees and Members.

3 DIMENSION & LIMITS OF AUTHORITY

- Works within the Governance and Professional Conduct budgets – limit £500.

4 QUALIFICATIONS, SKILLS & EXPERIENCE

- Strong organisation skills with the ability to remain calm under pressure, managing a busy workload and prioritise accordingly.
- Confident and well-mannered, with the ability to deal with members and potential members at varying levels of seniority in person either face to face or in person, and over the phone.
- Excellent administrative skills, including drafting of reports, managing complex programmes and project administration and logistic planning.
- Being proactive rather than reactive.
- Confident to suggest changes to processes and procedures as required.
- Demonstrable experience in a customer-facing senior administrative role, with the ability to always provide the highest levels of customer service.
- Ability to work on their own as well as part of a team.

DUTIES & KEY RESPONSIBILITIES

Governance Administration

60%

- Provide pro-active day-to-day administration support for the Director of Governance and team including but not limited to:
 - Managing the Director's diary to ensure that meetings are timetabled and the appropriate arrangements made.
 - Maintaining the Officers' diaries, arranging necessary travel and accommodation and ensuring itineraries are available as required.
 - Logistic planning for governance and other team meetings across the calendar.
 - Drafting and preparing agendas for governance meetings both external and internal
 - Calling for papers and formatting papers for sign off.
 - Administering the Grievance and Appeals process

PART 2: DUTIES & KEY RESPONSIBILITIES

- Project administration around key governance projects during the governance year to include but not limited to Trustee Induction, Members' Forum.
- Manage the Governance policies to ensure that they are reviewed and up to date at all times.
- Manage the Governance SharePoint service.
- Preparation of meeting packs and dissemination as required, encouraging a digital first approach.
- Liaise with the Local Hub teams to support with recruitment of members and Vice Chairs to Committees and Members' Forum representatives.

Professional Conduct Administration

30%

- Provide administrative support to the professional conduct process including but not limited to:
 - Administering the arrangements for Committee meetings and hearing, including liaising with the Committee members, lawyers and members as appropriate
 - Supporting the Professional Conduct Officer with the running of Mandatory CPD audits as first line support for queries and the management of spreadsheets and outcomes.
 - Audits total 1,200 members per quarter for the collection of responses
 - Administration for the disciplinary process for the non-performers.
 - Support the Professional Conduct Officer with the Company Membership Scheme process as first line support for queries and the management of spreadsheets and outcomes.
 - Administration for non-compliance with the Scheme Regulations and auditing.

General

10%

- Provide support and cover within the team, contributing to other activities and projects as required.

PLEASE SIGN BELOW

JOB HOLDER:	MANAGER:
DATE SIGNED	DATE SIGNED:
DATE ON WHICH EMPLOYEE COMMENCED UNDERTAKING THIS ROLE	

Please forward a signed copy + an electronic copy to the HR department.