



Ileostomy & Internal Pouch  
Association

[www.iasupport.org](http://www.iasupport.org)

# Governance & Compliance Officer

## Recruitment Pack



**Listen • Inform • Support**

## About the role

We are looking for a part time governance and compliance officer to oversee our governance and risk framework as a non-profit regulated by the Charities Commission (England and Wales) and OSCR (Scotland).

You will identify, develop, maintain and implement policies and procedures to ensure compliance and risk mitigation with the various regulations that we must adhere to such as Charities Commission, OSCR, Fundraising Regulator, Companies House, UK Data Protection and Safeguarding.

As governance and compliance officer, you will deliver high quality, professional and compliant governance across the charity, nationally and in supporting our network of support groups (see About IA) ensuring we comply with statutory regulations, that protect our members and the charity itself while applying best practice principles.

## ABOUT IA

### What we do:

IA offers peer-to-peer support to those with, or about to have, either an ileostomy or an internal pouch. We also help fund research into bowel disease and other conditions leading to the removal of the colon, as well as providing relevant information to interested parties using a range of channels.

Our strapline, “Because we know, we care”, sums up our whole ethos. Individuals can join either their local IA member organisation, or the IA national charity, and in either case, gain access to a range of services and support, including our flagship quarterly Journal, local and national meetings and information events, and other services such as our One2One peer support and Support Through Therapy services.

### History:

Founded in 1956 by Professor Bryan Brooke, and as one of the first ostomy charities to be set up globally, Ileostomy and Internal Pouch Association (IA) has been at the forefront of providing peer to peer support to people with living with an ileostomy and their families since its inception. More lately, following surgical advances, IA introduced support for people living with an internal pouch in 1993. We are immensely proud of our history and the vital help we have provided to many thousands of people over the past 69 years at a time when the need for life-changing surgery can feel unsettling, uncertain of the future and vulnerable.

### Our Vision:

Improving the lives of those with an ileostomy or an internal pouch.

### Our Mission:

To deliver our vision of improving the lives of those with an ileostomy or internal pouch, their families and carers, we will:

- Remain the leading voice acting on their behalf
- Continue to lobby for better care and support from government and health service providers
- Break down taboos
- Provide high quality peer-to-peer support and professional information, support and services
- Support and fund research that achieves our aims

## Our Values:

Our values are inherent in what we do. They underpin the guiding principles by which we operate, the decisions that we make and the guidance that we offer. They ensure we act with integrity remaining true to what we believe and how we would want to be supported.

### **Trusted**

*We are a respected, established charity using evidence, knowledge and experience to provide excellent levels of support and influence positive change; others believe what we say because they know we can back it up.*

### **Compassionate**

*As a patient-led charity, our unique perspective informs and drives an unshakeable determination to support those with, or about to have, ileostomies and internal pouches, their families and carers – because we know, we care.*

### **Independent**

*We will not compromise the independence we have fearlessly maintained throughout our long history as it allows us to give truly impartial advice to those who rely on our services, as well as the power to say what needs to be said for their benefit.*

### **Professional**

*We are open, reliable, accountable and ethical, always adhering to applicable requirements and guidelines, and maintaining the highest of standards in all aspects of our work.*

### **Innovative**

*We are ambitious and determined to drive change, pushing boundaries and embracing new ideas to deliver a positive impact in pursuit of our mission.*

### **Knowledgeable**

*We make best use of our specialist expertise and knowledge to promote understanding and best practice, whilst continually learning and evolving to ensure we remain skilled and recognised leaders in our field.*

## Strategic Aims:

We are currently in year 3 of our 3-year Strategic Plan (2022-2025). Our strategy sets the direction for IA and ensures we are all focussed on the right things for the benefit of our members and the wider ostomate and pouch community.

We have six strategic aims:

### **1. Raise Awareness of IA**

*We want more people to be able to access the services we offer and the research we fund at the time they would most benefit from them. To do that, we need to increase IA's profile so that there is a greater awareness of IA amongst both the medical profession and the general public.*

### **2. Improve and expand our service offering**

*We want to improve what we currently offer to ensure that IA remains fit for purpose, as well as expanding our services into new areas so that we continue to offer the highest levels of support to those who need it.*

### **3. Harness the power of our group network and volunteers**

*We want to leverage the strengths within our existing group network and volunteers, sharing best practice and delivering high quality and consistent services to our users.*

### **4. Strengthen our organisation**

*We need to ensure that we have the resources, strategies and processes in place to strengthen our organisation, ensuring we remain a robust and resilient charity, able to respond effectively to change and survive any future challenges.*

### **5. Develop our research portfolio**

*We want to ensure that research is integral to everything we do. We will continue to develop our research portfolio to broaden and deepen knowledge of bowel disease and the patient journey for those with ileostomies and internal pouches, ultimately leading to better care.*

### **6. Advocate on behalf of our members and represent their interests externally**

*We recognise that people need immediate support, but that they also need long term change to the way those with ileostomies and internal pouches are viewed and treated. To achieve this change, we want to fight for better services, standards of care and rights, campaigning to deliver the best possible improvements.*

Beneath each strategic aim sits a number of strategic objectives and the measures we will use to assess the difference we have made. Further details can be found in our Strategic Plan at <https://iasupport.org/wp-content/uploads/2022/09/IA-Strategic-Plan-2022-2025-LOW-RES.pdf>

## Organisation Structure

Ileostomy and Internal Pouch Association (IA) is a charitable Company Limited by Guarantee (CLG), company number 10375943 (England and Wales), registered with both the Charity Commission in England and Wales, under registration 1172338, and OSCR in Scotland, under registration SCO48658. IA changed its legal structure in 2018 when the charity took CLG status.

Throughout its existence, IA has operated a number of local groups, known as member organisations, which are located throughout the UK. Member organisations operate either as a 'branch', and are therefore fully integrated under the national charity, or as an 'affiliate', operating under their own autonomous charitable status (independently registered with the Charity Commission), with a governing agreement in place between the main charity and the affiliate organisation. There are currently 41 member organisations operating throughout the UK, of which 36 operate as branches and 5 as affiliates.

IA, as the national charity, provides central services to both member organisations and individual members, as well as providing policy and direction for the IA network. Policy decisions require formal approval from the Board of Trustees and one representative from each member organisation, ensuring that member organisations are central to the charity's governance and policy setting.

## Governance and Leadership

Our Board of Trustees holds ultimate responsibility for everything we do. The Board is made up of up to 15 Trustees, with strong representation from those living with ileostomies or internal pouches, but also including those with relevant backgrounds, such as medical and financial. Each Trustee serves for a three-year term with a maximum of three terms, extendable in exceptional circumstances to retain critical expertise. The Board of Trustees delegates certain responsibilities to a number of sub-committees. In addition, there is a Management Committee, which consists of senior staff and Trustees, and meets regularly to consider matters of both strategic and operational natures, making recommendations to the Board of Trustees where relevant.

## The Team

Our central team is a mix of around 11 employed staff & contracted third parties who manage the day-to-day running of the charity with overall responsibility across the charity for charitable functions such as finance, IA national office, communications and PR, editorial, volunteering and IT. Each being supported by the CEO/Treasurer, Senior Management Team and Board of Trustees. IA's national office is based in Rochford, Essex.

Pivotal to IA are our amazing team of over 100 volunteers spread across the UK providing local support through IA's branch and affiliate network. Many of our volunteers are themselves living life after surgery using their lived experiences to support others. Our volunteers are making a huge difference locally such as organising local events, providing local support, attending open days and other relevant events plus our trained volunteers who offer One2One support.

## Role Overview

### Role Overview:

- Job Title:** Governance and Compliance Officer
- Reports to:** Trustees/CEO
- Location:** Remote (although some irregular travel required to charity events and meetings)
- Salary:** £35,000 - £40,000 FTE equivalent (actual 40% FTE) - commensurate with experience
- Contract:** Part time - 14 hours per week, flexible approach
- Benefits** Comprehensive benefits package including 28 days holiday plus Bank Holidays (pro-rated)

### Right to Work in the UK

Applicants must hold the right to work in the UK in line with existing UK Government guidelines: <https://www.gov.uk/prove-right-to-work>.

### Inclusion and Diversity

IA is an equal opportunities employer and welcomes all applications from a wide range of candidates. As an inclusive organisation, we recognise the value in contributions from everybody to deliver on our core values with kindness, empathy and respect. IA is committed to following the provisions of the Equality Act 2010.

## Key Responsibilities

- Developing and documenting a detailed understanding of charity practices, paying specific attention to areas where IA is bound by statutory regulations
- Developing robust policies and procedures that ensure charity compliance and best practice
- Remaining up to date with current regulations that IA is bound by and ensuring any changes are implemented within any imposed deadlines
- Regularly review and maintain policies and procedures auditing your findings to ensure exemplary record keeping following up with implementing changes
- Implementing policies and procedures amongst staff, volunteers and the Board of Trustees with robust record keeping introducing governance cycles to keep everyone updated with current policy and communicating changes where necessary
- Identifying risks, recommending mitigating actions and reporting your findings to the management team and Board of Trustees
- Reviewing and updating IA's risk register
- Recommending and monitoring recommended training among staff and volunteers especially where IA is bound by statutory regulations
- Liaise with third-party suppliers to IA who are responsible for providing services to the charity that support our governance and risk framework
- Supporting Trustee recruitment, induction, training, and evaluation processes

## Person Specification

### Essential Experience

- Demonstrable experience of at least 12m in governance and risk management within a not for profit environment with working knowledge of UK charity regulations. Exceptional candidates from a commercial background would be considered
- A thorough working knowledge of risk management
- Development, implementation, monitoring and maintenance of governance and risk frameworks
- Documenting, reviewing and mitigating risk
- Demonstrable experience of regular reporting to management
- Strong working knowledge of UK data protection regulation
- Working knowledge of safeguarding requirements
- Exceptional record keeping skills to satisfy audit requirements
- Management of third-party relationships including suppliers to IA and volunteers who are carrying out their volunteering role in line with IA's policies and procedures
- Team player

### Desirable Experience

- Experience across the not-for-profit sector
- Working with volunteers
- Basic understanding of AI and the benefits of using it within the not-for-profit sector
- Experience supporting Boards or Trustees
- Regulations governing charity fundraising

### Skills and Qualities

- Highly organised
- Excellent communication and interpersonal skills
- Flexible, adaptable in approach, creative thinker to manage the balance between governance and continuing to provide a personal approach to vulnerable adults
- Commitment to equity, diversity and inclusion.
- Proactive and solution-focused

# How to Apply

## Application Submission

### To apply, please submit:

1. Your CV (up to 3 pages)
2. A covering letter outlining your suitability to the role (max 500 words)

Interviews will be two-stage for successful candidates. Initial interviews will be held via video conferencing (such as Zoom) discussing previous experience and role fit with successful candidates going through to a second round. This includes alignment to IA's values. Please allow up to 1 hour for this stage.

Second round interviews are expected to be via video conference. Successful candidates will, in advance of the second round, be given a short brief and asked to present their understanding of a governance issue facing charities. Please allow up to 1 hour for this stage.

Applications should be submitted to [scott.clifford@iasupport.org](mailto:scott.clifford@iasupport.org) by the closing date given in the timetable below. We will endeavour to acknowledge receipt of your application, depending upon the number of applications received. Only shortlisted applicants will be contacted post acknowledgement of receipt. Applicants are encouraged to ensure availability in line with the recruitment timetable below.

For an informal chat about the role, prior to application, please contact [scott.clifford@iasupport.org](mailto:scott.clifford@iasupport.org) (Trustee).

*While IA recognises the value of AI technology in the current climate, IA reserves the right to ignore applications where we have reason to believe that they have been wholly produced using generative AI tools.*

***Please let us know if you require any additional support to attend or undertake an interview or if there is anything we should consider as part of the interview process***



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## Recruitment Timeline

IA will endeavour to work to the following recruitment timelines to set applicant expectations however we reserve the right to amend the timelines based on volume and quality of applications submitted.

No recruitment agencies please.

Stage	Date
Applications open	03 March 2026
Deadline for applications	02 April 2026
First stage interviews (Online interview – approx 45m long, allow up to 1hr)	w/c 20 April 2026
Second stage interviews (Online interview - allow up to 1hr). <i>Note: You will be provided with a (small) governance issue scenario at least one week prior to interview and asked to your views at least 48hrs prior to interview date. You should be prepared to answer any questions on your approach at the interview.</i>	w/c 04 May 2026 (exc BH)
Appointment confirmed by	13 May 2026
Anticipated start date (negotiable - dependent upon current position, required notice period and fulfilment of employment checks (e.g. references and DBS checks)	01 July 2026