



# Governance Assistant

Role Description and Person Specification

*(February 2024)*

## **Governance Assistant – Role Description and Person Specification**

<b>Salary:</b>	£24,500 - £27,500 (dependent on experience)
<b>Professional reporting to:</b>	Head of Governance
<b>Managerial reporting to:</b>	Executive Assistant to the Chief Executive
<b>Hours:</b>	37.5 (1.0 WTE)
<b>Location:</b>	Remote working with ability to travel across the UK.

### **Purpose of the position**

The primary role of the Governance Assistant is to provide administrative support to the workstreams under the Head of Governance, which include but are not limited to, annual work plan, royal charter, bylaws, elections, policies and procedures and GDPR compliance.

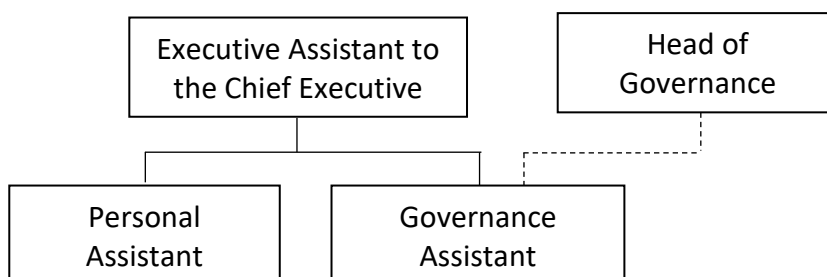
The Governance Assistant will act with integrity, positivity, energy, and adaptability, using their skills to build effective relationships and work within a shared vision.

The Governance Assistant will be a member of the Business Administration Team and will focus on supporting the Head of Governance to ensure the maintenance of high-quality governance processes within the organisation.

### **Key relationships**

The Governance Assistant will be expected to establish and maintain effective working relationships with these key positions within the College of Paramedics including:

- Head of Governance;
- Executive Assistant to the Chief Executive;
- Other members of the Business Administration Team;
- President and Vice President;
- Chief Operating Officer;
- Chief Executive Group;
- Chairs and Members of the Paramedic and Student Councils;
- Administrative, membership, marketing, IT, and finance staff;
- Board of Trustees

**Reporting chart****The Governance Assistant's duties and responsibilities include:****Governance**

- Work closely with the Head of Governance to ensure the charity is compliant with regulatory requirements
- Maintain a good understanding of the governance processes and requirements, and work closely with the Head of Governance to ensure they are efficiently and effectively managed
- Maintain a good understanding of the implications for the role and organisation of the requirements of GDPR and other relevant legislation
- Maintain a good understanding of the need for effective policies and procedures, sustained within a robust review process
- Support the efficient and effective day-to-day functioning and co-ordination of the administrative activities associated with governance within the College of Paramedics
- Prioritise and time manage the administrative workload appropriately to meet specific deadlines.
- Support the Head of Governance on the election of trustees and member representatives as required, working with the Membership, Marketing and Engagement team and liaising with candidates, election services and incumbents.
- Provide administrative support for various governance aspects around the Board, Councils, member meetings, reporting and the Chief Executive Group
- Provide administrative support for aspects of Board Meetings/Committees and resources in the absence of the Executive Assistant to the Chief Executive
- Support with timely production of relevant minutes, reports, action summaries and follow ups alongside the Executive Assistant to the Chief Executive and Head of Governance
- Coordinate travel, venue bookings and accommodation for Board, Committees and Councils where appropriate
- Provide administrative support to the Royal Charter project
- Work closely with the Head of Governance to ensure relevant information is shared with third parties or stakeholders

- Oversee the formatting and editing process associated with key documents, in line with branding guidelines;
- Develop and maintain effective electronic filing systems ensuring that information is kept securely and is accessible as appropriate;
- Attend physical meetings at locations within the United Kingdom, as required;
- Undertake other tasks or projects that may arise;

### **Business Administration**

- Providing cover and administrative support to the Executive Assistant to the Chief Executive and Personal Assistant in any absence or when the needs of the business demand
- Coordinating electronic diaries;
- The coordination and business arrangements for College of Paramedics meetings, including serving as a Secretariat for meetings, various established or short-term functions of the College. This includes but is not limited to preparing agendas, taking minutes, action logs, sourcing venues, liaising with delegates, booking travel and accommodation, catering, sourcing audio visual equipment and facilitating remote attendance, collating meeting documentation, recording minutes and /actions;
- Assist with the co-ordination of General Enquiries received by the College of Paramedics over the phone or via email/dedicated mailbox, including tracking responses to ensure all enquires are dealt with in a timely manner;
- Undertake and complete an ongoing development review process, set by, and reviewed on an ongoing basis.

### **Communications**

The Governance Assistant will be required to effectively communicate with the roles listed in the section above under 'key relationships, as well as with representatives of key stakeholder organisations and professions.

### **Location of workplace**

The Governance Assistant will primarily work from home, with the requirement to attend other locations within the UK, on various occasion. In such circumstances, travel and accommodation will be funded by the College of Paramedics and expenses reimbursed in accordance with the College of Paramedics expenses policy.

**Note: This role description may develop and evolve with the development and expansion of the organisation.**

## Governance Assistant Person Specification

The Governance Assistant will fit the following person specifications:

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and/or Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of governance and compliance processes</li> <li>• Knowledge and an excellent standard of competency in the use of Microsoft Office 365 packages</li> <li>• Relevant qualifications such as Diploma or equivalent relevant experience i.e. NVQ Level 3 Business Administration /ILM or equivalent experience</li> <li>• Proficient in the use of administrative systems and procedures</li> <li>• Commitment to continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Have a good understanding of the College of Paramedics organisation, structure, main objectives, and functions</li> <li>• Hold an ECDL and/or RSA Stage 2 Word Processing qualification</li> <li>• Be familiar with information management systems and the associated relevant legislation</li> <li>• Typing/word processing, and shorthand or audio skills</li> <li>• Have an understanding or knowledge of board portals/software systems</li> </ul>	Application form and pre employment checks
<b>Experience</b>	<ul style="list-style-type: none"> <li>• In a governance support role</li> <li>• In an administrative role being proficient in office and administrative systems and procedures</li> <li>• In using IT systems and packages, in particular Microsoft Office 365</li> <li>• Have worked under own initiative and as part of a team</li> <li>• Have prioritised and managed weekly, monthly and annual administrative tasks to meet deadlines</li> <li>• Have arranged travel and organised meetings</li> <li>• Minute taking/Action Note taking, keeping accurate records of meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Have a background of working in a Charity</li> <li>• Have a background of working in a membership organisation</li> <li>• Be able to respond to enquiries and problem solve</li> <li>• Be able to set up and maintain manual and electronic filing systems</li> <li>• Project support experience</li> </ul>	Application Form and interview

<p><b>Aptitude and Abilities</b></p>	<ul style="list-style-type: none"> <li>• Understanding of the importance of good governance and compliance</li> <li>• Have excellent secretarial skills, including:             <ul style="list-style-type: none"> <li>○ Efficient and accurate minute and action note taking skills</li> <li>○ IT skills, including use of email, Microsoft Word, Office 365 and Excel and other software</li> </ul> </li> <li>• The ability to plan and organise meetings, including arranging travel, and accommodation</li> <li>• Good organisation and administrative skills, including using own initiative</li> <li>• The ability to assimilate information quickly and to think logically</li> <li>• Strong proof-reading skills with the ability to spot and correct grammatical mistakes</li> <li>• Have effective listening, verbal and written communication skills including:             <ul style="list-style-type: none"> <li>○ Excellent interpersonal skills, with the ability to communicate effectively with a diverse range of people, both internal and external</li> <li>○ The ability to establish and maintain effective working relationships creating a shared vision</li> <li>○ Ability to maintain a high level of confidentiality using discretion at all times.</li> <li>○ Personal insight with regards to values and behaviours and their impact on others</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Have the ability to demonstrate a methodical, organised, and flexible approach to work</li> <li>• Have effective listening, verbal, and written communication skills</li> <li>• Have the ability to design and process a wide range of documents in accordance with instruction, branding, and paying attention to detail</li> <li>• An excellent standard of competency in typing/word processing, and shorthand or audio skills</li> <li>• Appropriate confidence in working with trustees and senior staff with tact and diplomacy to challenge courteously and effectively</li> <li>• Comfortable in both giving and receiving feedback that helps improve effectiveness</li> <li>• Enthusiasm for learning new information beyond current knowledge</li> </ul>	<p>Interview</p>
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<p><b>Values and behaviours</b></p>	<ul style="list-style-type: none"> <li>• High degree of personal integrity</li> <li>• Flexible attitude to working hours</li> <li>• Have the ability to work well in a team</li> <li>• Be self-motivated and have personal drive, integrity, and adaptability, with the ability to work flexibly, under pressure and to deadlines, as required</li> <li>• Be reliable, with a high degree of personal integrity</li> <li>• Be a role model for others, acting with integrity, positivity, energy, and compassion to inspire those around them to achieve their full potential</li> </ul>		<p>Application Form Interview References</p>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Eligible to work in the UK</li> <li>• Be able to work remotely as necessary and be willing to travel as required, to attend meetings or support College events across the UK</li> <li>• Able to work hours flexibly</li> </ul>	<p>Easy commute to the Merseyside area</p>	<p>Application Form Interview</p>

**Employee Benefits\***

- Annual pay review
- Flexible working policy and remote working opportunities
- Annual leave allowance
- Pension scheme
- Death in Service Benefit
- 24/7 Employee Assistance Programme
- Family friendly employer
- Wellbeing App

\*Benefits are subject to terms and conditions

## **Personal Development and Wellbeing**

The College of Paramedics is committed to supporting the development and wellbeing of all staff, where individuals feel valued and supported to fulfil their role. The College of Paramedics has a responsibility to provide a regular opportunity for appraisal. All employees have a responsibility to prepare and participate in the appraisal process with their line manager. As part of the appraisal process employees have joint responsibility with their line manager to identify any learning and development needs. In addition, the employee must ensure all key deliverables within their role description are met within the agreed timescales. All individuals (including volunteers, contractors, and temporary workers) have a responsibility to promote a supportive, fair, and open culture where individuals can flourish.

## **Supporting diversity and equal opportunities**

The College of Paramedics recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between all. Individuals (including volunteers, contractors, and temporary workers) must always fulfil their responsibilities with regard to the Equality Act 2010. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice or behaviour to their line manager.

The College of Paramedics recognises the positive value of diversity and inclusion. We welcome and encourage job applications from people from under-represented groups, particularly people who are Black, Asian or have a minorised ethnic background, and those with a disability, as these groups are under-represented in our current workforce.

## **Health and Safety**

All individuals (including volunteers, contractors, and temporary workers) have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to maintain a safe working environment for all. All individuals have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions.

## **Organisational profile**

All individuals (including volunteers, contractors, and temporary workers) should have a commitment to the aims and ethos of the College of Paramedics and ensure good relationships with external organisations. Including effective partnership working with stakeholder organisations, local and national networks, and other professional bodies as appropriate, to support the delivery of the College of Paramedic strategic aims. All individuals should act to maintain the professional reputation of the College of Paramedics at all times.

## **Finance Management**



All employees must ensure that the College of Paramedics funds are properly used, represent value for money and can withstand public scrutiny. Ensure that all financial documentation e.g. invoices, expenses forms, timesheets etc. are completed and authorised in accordance with organisational policy. Please also refer to the Expenses Policy.

### **Data Protection and Confidentiality**

Individuals (including volunteers, contractors, and temporary workers) must maintain the confidentiality of information about others in accordance with the General Data Protection Regulation (GDPR). Individuals must not, without prior permission, disclose any information regarding individuals regardless of the media on which information is held. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Refer to Complaints and Disciplinary Policy.

### **Policies and Procedures**

Individuals are also required to comply with the policies, procedures, and protocols in place within the organisation. These are available from Head Office or from the SharePoint library. Individuals are required to contribute to the development of organisational strategy, policy, and decision-making activities.

This role description is not intended to be exhaustive, and it is likely that responsibilities may be altered from time to time in the light of changing circumstances, in discussion with the post-holder and line manager.