

GL11 Community Hub

Head of Governance Job Description

Job Title	Head of Governance
Responsible to	Chief Executive Officer
Responsible for	Governance team
Conditions of Service	30 hours pw (4 days - based on 37 FT hours) 6 months probationary period
Salary	£40,000 FTE pro rata
Contract	Permanent
Location	GL11 Community Hub in Cam, Gloucestershire with limited remote working

About GL11 and Our Approach

We are evolving! GL11 is more than a community hub—it's a catalyst for change. Rooted in trusted relationships and shaped by local people we co-create practical solutions to real challenges that put local people at the heart of change. We know that when people lead, systems shift. By building the conditions for change at a local level, GL11 bridges the gap between community-led action and wider transformation, proving that when people feel heard, safe, connected, and valued, real change happens.

Job Summary

As the Head of Governance you will have a broad-ranging role to support the business, managing the overall business finances; ensuring compliance to charity, company and other regulations; providing HR and staff wellbeing support. You will be responsible for the buildings, capital works and maintenance and will work closely with the Head of Connection & Nurture to provide a welcoming, accessible and safe environment.

You will work closely with the CEO and Senior Leadership Team (SLT) to provide the strong, caring and effective leadership required for GL11 to thrive. You will consult and advise on GL11's strategy and operational plans, making sure your team's personal objectives are aligned to the overall plan and are on track to meet the agreed targets.

Through your leadership GL11 will continue to grow and be visible whilst meeting the varying needs of our communities. You will ensure that the welcoming and supportive culture of GL11 continues to inspire and that our vision, values and key aims are a living part of all our work. You will work collaboratively with the community to understand how, together, we can begin to effect system change in all our areas of work. You will use a community development approach and deliver through a range of resources including volunteers.

1. Responsibilities and Duties

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The list below describes the main responsibilities and duties of the role but is not a finite. You will be required to carry out any other duties commensurate with this post.

Finance & Business Planning

- Manage budgets and spend, working on future budgets and scenarios;
- Provide admin support for fundraising efforts, working closely with the Incubate and Development Head;

HR & Training

- Ensure HR structures are in place and assist managers with recruitment, induction and training for staff.
- Agree structures and methods to support staff development, including learning and training and create opportunities to participate in decision making, including policy development. Ensure training needs are managed, training is provided and all training is up to date and compliant.

Business Governance

- Communicate effectively with teams, making sure that reports, policies and developments are aligned.
- Meet all legal and regulatory requirements including financial reporting, business governance;
- Provide general business admin support;
- Work with other SLT leaders to set project goals, quality standards, and budgets, and report as required to the SLT and the Board, providing information against set targets.

IT and Technology

- Provide IT support via outsourced partner and with friendly internal user support for general questions;
- Explore new technologies and assess their usefulness to GL11

Building Management

- Manage and maintain the premises ensuring GL11 meet all compliance and H&S requirements and provides an inclusive and welcoming place, working closely with the Hospitality Head.

Team Management

- Recruit and develop your own team and support the development of other GL11 teams, ensuring a suitable succession plan is in place;
- Ensure good communication and collaboration with all teams, making sure that policies and developments are aligned.
- Work with your teams to make sure their work is aligned with the organisation's strategy, ethos, and values.

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Member of SLT

- Provide strategic leadership, working collaboratively with the CEO and SLT to meet the challenges faced by GL11, considering opportunities and risks;
- Along with other members of the SLT, cover for the CEO and for other SLT members in their absence;

2. System improvement

- Support system improvement within your team and in relationships with other teams and funders.
- Support recruitment, onboarding and induction of new staff in your teams and ensure continuous learning relevant to individual staff members.

3. Values, Behaviours & Competencies

- Committed to the purpose of GL11 and its strength-based ethos, ensuring that residents are at the heart of GL11's services and development.
- Committed to fostering innovation and continuous improvement in working practice.
- Agile and responsive attitude to change
- Respectful of boundaries and able to follow policies while acting in a kind and thoughtful way.
- Flexible and open to new challenges, ideas, and experiences, and able to be self-reflective.
- Committed to understanding diversity and ensuring inclusive practice is applied in all forms of our work.
- Collaborative and a team player, building positive relationships with internal and external partners. Emphasise collaboration and co-design with the community in all aspects of your work.
- Be committed to own self-care and work to promote and facilitate self-care and well-being within the team and wider organisation.
- Non-judgemental with a commitment to self-care within the team and wider organisation.
- Ensure our values are integrated into all we do:
 - *Listen*
 - *Look for strengths*
 - *Act as if it's possible*
 - *Be kind and have fun*

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- *Be Brave*

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Person Specification

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for each of the Person Specification criteria.

Experience of	<ul style="list-style-type: none">• Leadership and successfully managing people and projects preferably in the community or healthcare sector• Successfully putting structures in place to ensure the smooth running of an organisation• HR and general business support
Knowledge and Understanding	<ul style="list-style-type: none">• Knowledge and understanding of operational management including how to put new systems in place• Excellent staff and team management skills including how to deal with difficult situations and support team leaders to address conflict• Good understanding of diversity and how this relates to people in a community setting
Skills and Abilities	<ul style="list-style-type: none">• Ability to hold a strategic overview while planning operationally• Excellent IT skills• Excellent written and verbal communication• Proactive problem solving and decision-making skills• Good finance skills• Able to multi-task and respond positively to changing priorities• Ability to develop strategies and organise tasks
Qualifications	We are looking for someone who will be committed to our values and work, to learning, and to their own development.
Values and ethos	A team player with a commitment to working in a community setting, putting into practice the values and ethos of GL11