



**MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF)
UK**

APPLICATION INFORMATION PACK

JOB TITLE:	Governance Manager
DEPARTMENT:	General Direction Support Units (GDSUs)
HOURS:	Full time, 37.5 hours a week, Mon - Fri
LENGTH OF CONTRACT:	Permanent
LOCATION:	London – hybrid, 2 days per week London Office (including Wednesdays)
REPORTS TO (JOB TITLE):	Head of Governance & Association
SALARY:	<p>Salary: £52,866.48 - £64,614.57 per annum Internal salary grade: 16</p> <p><i>Salary is offered in line with our pay framework and typically starts at the entry point of the band. Salary increases are considered annually and are subject to our appraisal and performance review process.</i></p>
BENEFITS:	<p>28 days' annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>

JOB PURPOSE

The Governance Manager is a hands-on role responsible for coordinating and delivering high-quality, proactive and trusted governance services across MSF UK. The Governance Manager exists to shape, lead and continuously improve governance practice in a complex, highly regarded, values-driven charity operating within a complex regulatory environment and diverse international movement.

Reporting to the Head of Governance & Association (who is also Company Secretary for MSF UK and MSF Ireland), the post holder will lead the day-to-day operation of MSF UK's governance framework, ensuring that the Board, the Committee of Directors (CoDir), and sub-committees are all supported with timely, accurate, well-judged advice and user-centred governance services.

This is a practical leadership role, combining strategic oversight with direct delivery. The Governance Manager is expected to be focused on personally delivering relevant ambitions in the MSF UK Strategic Direction 2026-21 and operating in an inclusive and consultative manner with all stakeholders to achieve this. Accordingly, the Governance Manager is responsible for supporting and developing a high-functioning governance team that is respected across the organisation for its professionalism, judgement and service quality.

The role also carries responsibility for ensuring MSF UK's external governance and regulatory compliance, including obligations arising from dual registration with Companies House and the Charity Commission, and for raising and maintaining the profile, visibility and credibility of governance within MSF UK, including with its company law members who comprise the MSF UK association.

OVERVIEW OF DEPARTMENT

The Governance Manager post is located in the Governance & Association Unit – one of the General Direction Support Units (GDSUs) at MSF UK. The GDSUs ensure the proper and ethical governance of MSF UK through support and advice to General Direction, comprising the Executive Director and the Deputy Executive Director, and directly to other departments across the organisation. Collectively, the GDSUs are responsible for: governance and legal, engagement with the MSF UK association, strategy and accountability, compliance and risk management, strategic positioning and external advocacy, change and innovation, relationships with the Operational Centre Amsterdam and wider MSF movement, and the overall health and performance of MSF UK and its branch office, MSF Ireland.

DIMENSIONS

The Governance Manager leads the governance team at MSF UK, acting as line manager for the Association Board Coordinator (job share, 1.1 FTE) and Executive Support Officer (1 FTE) who collectively support the governance arrangements for the MSF UK Board of Trustees and the Committee of Directors (executive team).

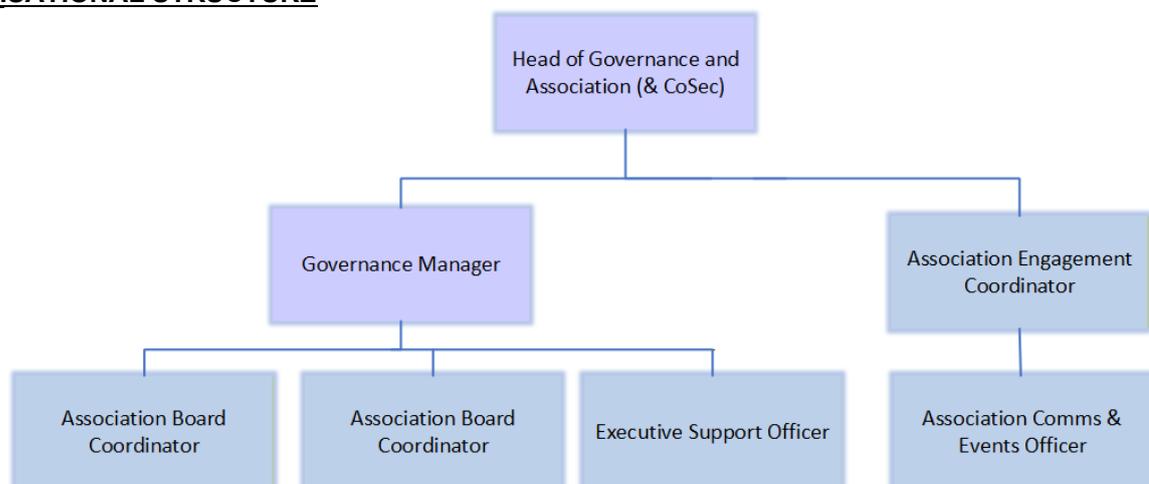
Responsibility for the governance calendar including oversight of the scheduling, agenda setting, commissioning of papers and production of meeting notes for c. seven Board meetings, two Board away days, c. 14 Board sub-committee meetings, weekly executive (CoDir) meetings and sub-committee meetings (c. 75 CoDir and sub-committee meetings per year).

Responsibility for the planning and delivery of the MSF UK Annual General Meeting (AGM) with respect to its governance function for the organisation, working in partnership with the Association Team.

Responsibility for the provision of accessible, tailored and relevant governance services to the c. 700 company law members of MSF UK (the association), including briefings and training.

Day-to-day management of a governance budget of c. £210k, accountability for which sits with the Head of Governance & Association.

ORGANISATIONAL STRUCTURE



CONTEXT

MSF UK is a charitable company limited by guarantee of its members and governed by its Articles of Association. MSF UK is part of an international movement of independent legal entities, commonly referred to as MSF, which are bound by their shared name and identity and a shared commitment to the MSF Charter and its principles. Within the MSF movement, MSF Ireland is a branch office of MSF UK and participates in the associative life and governance of the movement through this relationship.

MSF is a vibrant movement made up of people from across the world who share a common purpose. These people come together into associations – organisations owned by members. The associations make sure that MSF remains true to its purpose, principles and values and help shape the future of the MSF movement. In the UK, association members elect the UK Board of Trustees, who govern on their behalf. The Board of Trustees is ultimately responsible for what MSF UK does. It appoints the Executive Director, takes responsibility for the actions of MSF UK and endeavours to ensure that the MSF principles are respected. The Board delegates implementation of the strategy to the Executive Director and CoDir which runs the organisation day-to-day.

MSF UK is at an exciting moment as it delivers the first year of its Strategic Direction 2026-31. As part of this, MSF UK is investing in its enabling functions as an organisation, including governance, to ensure it remains efficient and user-centred, thereby supporting the delivery of the Strategic Direction and enabling MSF UK to grow sustainably whilst maintaining a high quality of service to all its stakeholders.

We are seeking an experienced, consultative and practical Governance Manager who will be able to maintain and improve the essential functioning of our current governance practices, while enhancing the coordination and delivery of governance-related objectives in the Strategic Direction 2026-31. The role demands an ability to balance high-level strategic planning and management with a hands-on approach to delivering governance services as part of a small team.

As a newly defined role, the Governance Manager will offer increased development and coordination across the governance function, spanning both the Board and Executive arms of MSF UK's governance structure. This requires close working and integration with the wider Governance & Association Unit, under the leadership of the Head of Governance & Association, and maintaining relationships with all functional Directors, Executive Directors, and the Board, to ensure a coordinated approach to governance of MSF UK. The role will also assist with the effective functioning of governance arrangements between MSF UK and MSF Ireland, providing advice, guidance and assistance to MSF Ireland colleagues as necessary.

The Governance Manager will be responsible for the proactive promotion and visibility of the governance function internally within MSF UK, ensuring staff have an appropriate understanding of governance arrangements at MSF UK and the support available to them, and that association members are helped to understand how they can engage and participate effectively as an essential part of MSF UK governance. The associations of MSF are highly democratic and encouragement and stewardship of the membership's engagement with governance processes forms an important aspect of this role's responsibilities, working in partnership with the MSF UK Association Team.

The Governance Manager will support the Company Secretary and General Counsel in their roles providing ethical, legal, contractual and governance advice to the MSF UK Board, and the UK Executive, to assure robust decision making and adherence with the ethical and regulatory standards set by the MSF movement and the national context within which MSF UK operates.

Given the structure of MSF as a movement, the Governance Manager will also need to develop and maintain a network of governance colleagues internationally to ensure alignment of approach on shared priorities and governance standards.

ACCOUNTABILITIES

- Oversee and help deliver the management of Board and committee meetings, including practical arrangements and information resources, and that appropriate records are kept of meetings including timely production of minutes, attendance registers, agendas and papers. Plan and lead a continuous process of review and improvement to the fundamentals of governance services.

KEY PERFORMANCE INDICATORS

- Board, committee and CoDir meeting feedback consistently indicates meetings are well-run and well-supported; papers, minutes and actions delivered on time and to a high professional standard.

<ul style="list-style-type: none"> • Lead the authoring and updating of a suite of corporate governance assets (eg. internal governance codes and frameworks) that assist MSF UK with embedding and driving forward good governance at all times. Contribute to the planning and production of the Trustees' Annual Report (TAR). • Support the Head of Governance & Association to foster collegiate and constructive ways of working between the Board, its Committees and the Executive. • Lead on the detailed planning of the annual governance cycle, aligned to legal and statutory obligations, and delivery of the MSF UK Strategic Direction 2026-31. • Oversee and help deliver the development and implementation of policies relevant to MSF UK Trustees, ensuring alignment to legal and statutory obligations, to maintain a coherent policy suite owned by the Board. • Oversee and help deliver the MSF UK Trustee recruitment and development programme, ensuring the Board composition and skills mix remains appropriate to the current operating context for MSF UK. • Periodically review the overall governance framework and ways of working for the organisation, under direction of the Head of Governance & Association. • Oversee and help deliver the process of signing legal documents (eg. deeds and contracts) that require the attention of an Authorised Signatory for MSF UK. • Manage complaints relating to MSF UK's governance and decision-making; assist with the drafting of responses under the direction of the Head of Governance & Association. • Provide line management and support to the governance team, enabling team members to deliver the annual work programme; ensure the team is a cohesive, high-functioning team. 	<ul style="list-style-type: none"> • Timely review of governance policy assets, when due; relevant elements of the TAR produced and signed on time and to the required specification. • Proactive and responsive advice and support provided to the Board and CoDir to facilitate effective decision-making processes; positive feedback from trustees, executives and senior stakeholders on processes. • Development and delivery of a detailed governance workplan linked to MSF UK strategic priorities, annual plan and movement associative topics. • Statutory filings, registers and compliance obligations met accurately and without exception. • The MSF UK governance framework is up-to-date and provides clear and accountable decision making and oversight. • Legal documents are processed efficiently, to a high standard with accurate records kept. • Relevant complaints are responded to in accordance with the Complaints Policy. • Team members are well supported, learning and development plans are in place, members receive quarterly APR check-ins, and activities owned by the team are completed to time and at the required quality.
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CHALLENGE & CREATIVITY / DECISION-MAKING

Identifying and regulating the flow of work arising from competing priorities emerging from MSF UK (and other movement entities) against the legal and regulatory governance requirements to make best use of Board committee decision-making time. This requires a good understanding activities and priorities in each MSF UK department and building trusted relationships to ensure issues are escalated promptly and effectively.

Understanding and guiding the flow of decision-making between the Board, Executive and association. Identifying potential and relevant information asymmetries between these groups and proactively negotiating effective outcomes, in consultation with the Head of Governance & Association.

Advising on the management of the overlapping governance systems of MSF UK, MSF Ireland, Operational Centre Amsterdam (OCA) and the wider MSF movement to create meaningful opportunities for governance alignment and avoidance of duplicative or competitive management activities.

Providing advice and guidance to the governance team to enable the team to work proactively and autonomously, within clearly defined boundaries, and for this to contribute to a sophisticated and highly regarded governance operation within MSF UK.

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- Significant experience in a governance role.
- Practical knowledge of charity governance, trustee responsibilities and regulatory compliance, including the Charity Governance Code.
- Proven experience managing governance cycles, committees and statutory reporting.
- Excellent written communication skills, including drafting governance papers, policies, briefings and minutes.
- Excellent social and verbal communication skills; able to operate with integrity, diplomacy, tact, and empathy.
- Confidence working and negotiating with senior stakeholders, directors and trustees; ability to actively listen, understand and accommodate the views of others while still achieving governance objectives and asserting non-negotiable points diplomatically.
- Ability to act autonomously, focusing on the long-term challenge while delivering on the short-term quick wins.
- Ethical judgement, critical thinking, and ability to analyse risk and issues to produce recommendations.
- Ability to think systemically and structure information and workflow.
- Experience supporting team development and direct reports to develop individually and as a team.
- Strong organisational, analytical and problem-solving skills including the ability to remain focused when managing competing and rapidly developing priorities.
- Demonstrable experience in the practical and effective use of personal IT equipment and the Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, and OneDrive.

Desirable

- Governance qualification or relevant professional development.
- Significant experience in a governance and/or secretariat role within a UK charity or not-for-profit organisation (eg. education, health, public service).
- Experience working in a complex international or globally federated organisation.
- Exposure to international governance environments.

COMPETENCIES

Respect:

- Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- Acts by example, modelling the behaviour expected from team members.
- Seeks out and offers each team member an equal opportunity and tools to succeed.
- Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- Strives for efficiency in every aspect of their work.
- Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes and works with team members to ensure these are reached.

Empowerment:

- Instils acceptance and optimism in the team.
- Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration: Collaboration is at the centre of all we do.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

Incomplete applications will not be considered.

We encourage early applications as we reserve the right to close applications before the advertised closing date, or if a suitable candidate is found.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: Sunday 19 April 2026, 11:59pm (BST)**
- **Interviews: w/c 27 April 2026**

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues

feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Employment sponsorship will NOT be offered by MSF UK for this role. Please [click here](#) to check whether you have the right to work in the UK.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

Interviews will be held on a rolling basis. Please apply as soon as possible as we reserve the right to close the application early if we find a suitable candidate.

We look forward to receiving your application!