

## POSITION DESCRIPTION

<b>Position title:</b>	Governance and policy manager
<b>Reports to:</b>	Chief executive officer (CEO)
<b>Hours:</b>	Full time 35 hours per week
<b>Location:</b>	3 <sup>rd</sup> Floor South, Chancery Exchange 10 Furnival Street, London EC4A 1AB United Kingdom  Remote with option to work at London office.  Availability to travel to London office, as necessary, will be required.
<b>Term:</b>	Full time, permanent  Eligibility to work in the UK or Europe
<b>Date position description completed:</b>	10 April 2026
<b>Starting salary</b>	£50,000 per annum

### Description of the position:

We are seeking a highly skilled and experienced governance and policy manager to lead and strengthen governance and policy functions across World Physiotherapy. Reporting to the CEO, this senior role is responsible for ensuring compliance with the organisation's constitution, regulations, and global best practice standards, while supporting effective decision-making at board and general meeting levels. The successful candidate will act as a key advisor to leadership, oversee governance processes, elections, and policy development, and work closely with World Physiotherapy's member organisations, regions, and speciality groups to promote alignment and consistency across the global network. The role also contributes to organisational and regional strategic planning, ensuring governance considerations are fully integrated into the development and implementation of strategic priorities.

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## About us

World Physiotherapy is an international professional association representing the physiotherapy profession. Founded in 1951, it is a UK Registered Charity (previously known as the World Confederation for Physical Therapy) and its member organisations are 129 national physiotherapy associations.

World Physiotherapy's vision:

- Everyone has universal access to quality physiotherapy services where and when needed.

World Physiotherapy's purpose:

- To represent physiotherapy across the globe, advancing our profession and advocating access for all, to improve health and wellbeing.

## About World Physiotherapy's development work

World Physiotherapy is committed to fostering a connected global community of physiotherapists. To achieve this, we focus on expanding our membership through various strategic activities in regions where physiotherapy is less developed. These activities aim to advance the profession globally by enhancing standards in research, education, and practice. Our main efforts include elevating education standards for physiotherapy, improving the skills of local physiotherapy graduates, strengthening local physiotherapy associations, building partnership with other international and local stakeholders, extending our reach to include more countries in our network.

These strategic efforts have been crucial in shaping a new, adaptable model for our operations over the past seven years.

## Office environment

World Physiotherapy operates with a staff team of 15 people. The international nature of the organisation means that much of our work and communication with member organisations is conducted by email and videoconference. Staff mostly work remotely.

Staff communicate by email, telephone, and videoconference, as well as regular project-based team calls and face-to-face meetings. By necessity, all individuals working with World Physiotherapy must be able to work independently and take the initiative to stay up to date on World Physiotherapy's activities, seeking further information when/if required.

## Diversity and inclusion

World Physiotherapy is committed to best practice in equity, diversity, and inclusion, and to fostering an inclusive environment that reflects the membership it represents. Throughout its recruitment process, it seeks to ensure that all applicants are judged on their suitability for the post alone and that there is no unfair bias.

## Equal opportunities statement

As part of its recruitment policy, World Physiotherapy intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

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## Team values

A commitment to the team values of trust, diversity and inclusion, collaboration, flexibility, care and support, and integrity is required of all staff.

### TEAM VALUES

We are a team of people who want to make a difference in the world

#### Trust

- We say everything that needs to be said in the room.
- We place 'no surprises' at the core of everything we do.



#### Diversity and inclusion

- We believe a diverse workplace will lead to smarter ideas and more informed decision-making.
- We treat people and groups fairly based on their unique characteristics.
- We recognise each person's individual value and contribution and accept them as a member of the team.



#### Collaboration

- We are one team of strong and diverse individuals unified by a clear common purpose.
- We believe working collaboratively will help manage stress, increase retention and loyalty, and achieve our strategic goals.



#### Flexibility

- We adapt our approach according to the individual and situation.
- We strive to balance life and work needs for individuals and for the team.
- We balance pragmatism and perfectionism by knowing when to stop once a goal has been achieved.



#### Integrity

- Once we commit to an action, we follow through.
- We make fair and reasonable decisions in a non-judgmental way.
- We always give credit to the team who have helped us get a result.



#### Care and support

- We are compassionate and treat people with respect.





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## Duties and key responsibilities of the role

The governance and policy manager is a senior strategic and operational role responsible for leading, coordinating, and strengthening all governance-related functions across World Physiotherapy. Reporting directly to the CEO, the role ensures the organisation consistently meets the highest standards of governance, compliance, transparency, and accountability, in line with its global mission and constitutional framework.

The postholder serves as a key advisor to the CEO, board, and leadership structures, ensuring governance systems are robust, efficient, and appropriate for an international membership organisation. The role works closely with member organisations (MOs), regions, and speciality groups to enhance governance practices, ensure policy alignment, and support coherent decision-making across the global network.

The role also contributes to organisational direction by actively participating in the development and implementation of the World Physiotherapy strategic plan and supporting alignment with regional and other strategic plans.

### 1. Governance leadership and oversight

- Lead, coordinate, and oversee all governance functions and activities across World Physiotherapy.
- Monitor and ensure compliance with the constitution, bylaws, policies, and applicable legal and regulatory requirements.
- Regularly review and update governance frameworks, systems, and processes to align with international best practices.

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- Provide authoritative advice and interpretation on governance matters to the CEO, board, and leadership structures.
  - Develop and implement governance improvement initiatives to enhance organisational effectiveness and accountability.
  - Work collaboratively with the World Physiotherapy development and membership divisions to ensure organisational cohesion and effective delivery of the global mission.

## **2. Board and executive support**

- Support and coordinate the development of high-quality board papers, briefings, and decision-support materials.
- Support the full lifecycle of board meetings, including agenda setting, documentation, logistics, and action tracking.
- Ensure timely circulation of clear, accurate, and structured information to support informed decision-making.
- Maintain and manage official governance records, including minutes, resolutions, and statutory documentation.
- Monitor follow-up actions and ensure implementation of board decisions.

## **3. General meeting (GM) management**

- Plan, coordinate, and deliver all World Physiotherapy global and regional general meetings in accordance with constitutional requirements.
- Develop and manage timelines for GM preparation, including submission, review, and distribution of papers.
- Oversee the drafting and quality assurance of reports, motions, and official documentation.
- Ensure accurate recording of proceedings, decisions, and outcomes.
- Verify compliance with all procedural and constitutional requirements for general meetings.

## **4. Regional elections coordination**

- Plan and oversee regional election processes, ensuring alignment with organisational rules, timelines, and standards.
- Develop and implement clear election procedures and guidance for regions in line with the constitution.
- Ensure elections are conducted transparently, fairly, and consistently across all regions.
- Provide advisory support to regional executive committees on governance and election matters.
- Maintain comprehensive records of election processes, results, and compliance.

## **5. Policy development and management**

- Lead the drafting, review, and implementation of governance and organisational policies.
- Ensure policies are consistent, up to date, and aligned with strategic priorities and international standards.
- Provide expert policy advice and interpretation to the CEO, board, MOs, regions, and speciality groups.
- Establish and maintain systems to monitor policy implementation, compliance, and effectiveness.

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## 6. Strategic planning and alignment

- Contribute to the development, implementation, and monitoring of the World Physiotherapy strategic plan.
- Support alignment between global strategy and regional and other relevant strategic plans.
- Provide governance input into strategic initiatives, ensuring alignment with constitutional and policy frameworks.
- Monitor and report on governance-related strategic objectives and outcomes.

## 7. Support to member organisations, regions, and specialty groups

- Provide expert governance and policy advice to MOs, regions, and speciality groups.
- Develop practical tools, templates, and guidance to strengthen governance capacity across the network.
- Facilitate knowledge sharing and promote best practices in governance globally.
- Respond to governance queries and provide timely, solution-oriented support.

## 8. Stakeholder engagement and communication

- Act as a central liaison on governance matters between the CEO, board, committees, and membership.
- Ensure consistent and transparent communication of governance processes, decisions, and requirements.
- Build and maintain effective relationships with internal and external stakeholders.
- Work closely with the communications and marketing team for the delivery of all key communications.

## 9. Continuous improvement and risk management

- Identify governance risks and develop mitigation strategies.
- Lead initiatives to enhance governance maturity and organisational performance.
- Monitor global trends in governance and advise on relevant improvements.
- Support organisational risk management processes related to governance and compliance.

## Person specification

### Education and qualifications

- Bachelor's degree in law, public administration, governance, business administration, international relations, or a related field.
- Postgraduate qualification (eg master's degree) in governance, public policy, law, MBA, or related discipline (desirable).
- Professional certification in governance, compliance, or company secretariat (eg Chartered Governance Institute or equivalent) is an advantage.
- Commitment to ongoing professional development in governance or non-profit management.

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## Essential experience and skills

- Extensive experience in governance, policy, or organisational management, preferably in an international or membership-based organisation.
- Strong knowledge of non-profit governance frameworks and best practices.
- Proven experience supporting boards and senior leadership.
- Experience managing complex governance processes (eg elections, general meetings).
- Excellent organisational, analytical, and problem-solving skills.
- Strong written communication skills with the ability to produce high-quality formal documentation.
- Ability to work effectively across diverse cultural and geographic contexts.

## Desirable

- Experience working with global professional associations or health-related organisations.
- Familiarity with constitutional frameworks and regulatory environments in international organisations.
- Experience engaging with stakeholders across multiple regions.

## Personal attributes

- Highly organised, proactive, and detail oriented.
- Strong integrity and commitment to transparency and accountability.
- Collaborative, diplomatic, and skilled in stakeholder management.
- Ability to manage multiple priorities in a fast-paced environment.
- Strategic thinker with a practical, solution-oriented mindset.

## Impact of the role

This role is critical to ensuring World Physiotherapy operates with excellence in governance and policy. The governance and policy manager supports effective decision-making at the highest level, strengthens organisational credibility, and contributes to a cohesive, well-governed global network aligned with its strategic objectives.