# **Governance and Compliance Manager**

Accountable to: Chief Operating Officer

Location: Priory House, Cardiff

NB: hybrid working is available, but importantly you may occasionally need to provide urgent information outside office hours. Additional hours can be balanced through the use of TOIL.

Travel throughout Wales when absolutely required.

Hours: 35 hours per week (full time).

Salary: P4 (£30,531 - £36,412 per annum)

**Role Overview:**

The Governance and Compliance Manager provides governance process and ownership support to the CEO via the COO and acts as the Company Secretary. In this role, the postholder will provide high-level assurance support to the Senior Leadership Team and the charity’s Board of Trustees, enabling them to function efficiently in a demanding internal and external environment. In their Company Secretary role, the post holder will provide thought leadership to St John Ambulance Cymru, advising on the constitution, charity law, and statutory returns.

This role requires somebody with the correct experience, a confident manner, personal resilience, the ability to manage, build and maintain relationships with senior stakeholders — both internally and externally – and the ability to operate under pressure. The Governance and Compliance Manager must be able to handle confidential information and understand the need to demonstrate a professional and approachable image at all times. This role will report to the Chief Operating Officer.

**Key duties and responsibilities:**

* Provide strategic thought leadership as the Company Secretary to the CEO and Senior Leadership team as well as the Board of Trustees, including coordinating Board meetings, coordinating preparation and distribution of papers, taking minutes, providing administrative support during meetings, and responding to internal and external queries with minimal support.
* Provide line management and direction to the Health, Safety and Environment Business Partner, the Facilities Manager, and the Project Co-ordinator.
* Diligently manage information and decisions requested from the CEO/Chair both in and out of Board meetings. Ensure that Trustees are well informed and that decisions are recorded appropriately.
* Provide oversight to the support of Senior Leadership Team, Board and Board Committee meetings, developing a consistent approach to Board and Committees support. Ensuring training is provided to St John People to ensure consistency of quality and approach. Ensuring there is a robust process linking Board and Committee meetings.
* As Company Secretary proactively prepare and submit reports and returns on behalf of St John Ambulance Cymru, including Charity Commission and Companies House reports.
* Fulfil the Data Protection Officer role for St John Ambulance Cymru.
* Lead on co-ordinating and undertaking the annual evaluation of the effectiveness of the Board of Trustees.
* Support the CEO/Chair in the continuous improvement of wider governance frameworks and their accountability to the Trustees.
* Support the Chief Operating Officer with the management of Complaints, Compliments and Serious Incident Reviews, investigations and organisational learning as required.
* Regularly review and audit organisational practices to ensure compliance with regulatory and non-regulatory requirements, including quality frameworks, relating to health and safety, environment and facilities / property management.
* Support the ongoing development and improvement of governance frameworks, policies, and procedures and the Board Assurance Framework to ensure compliance with applicable codes, and statutory and listed company requirements. Escalate issues and areas of potential risk as appropriate.
* Arrange and manage the induction and training needs of Trustees and Senior Leadership Team members in conjunction with the Head of HR.
* Provide advice on any constitutional matters arising, charity law, or other applicable regulations in conjunction with our legal advisors.
* Keep abreast of regulatory changes and ensure that organisational policies and practices reflect this.
* Provide support to other constitutional structures within St John Ambulance Cymru, such as St John Councils, as required.
* Embody and exemplify the charity’s values at all times and hold others to account for the same.
* Demonstrate a commitment to inclusion and welcoming diversity, championing equality of treatment and opportunity.
* Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance Cymru. It is expected that the post holder will be as positive and flexible as possible in this regard.

**Person specification**

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirements** | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications and Experience |  |  |  |
| Degree or equivalent level 6 / professional qualification in a relevant subject | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Chartered Governance Institute qualification (or working towards this) | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Considerable experience of providing administrative support at an executive level | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Experience of arranging Board meetings in liaison with CEO, Chair and Trustees of an organisation, producing detailed Board papers and completing minutes to deadlines | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Experience of charity sector governance | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Experience of acting as Data Protection Officer |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form / Interview |
| Experience of completing statutory reports and returns to deadlines, e.g. Companies House, the Charity Commission, etc. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Experience of liaising with solicitors and external stakeholders such as Companies House and the Charity Commission. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Current Enhanced DBS Certificate | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | If you don't already hold this we will arrange it free of charge |
| Skills, knowledge and abilities | | | |
| Deep understanding of legal and statutory frameworks, and familiarity with legal and technical terminology and documentation. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Excellent interpersonal, negotiation and influencing skills. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Ability to work with complex, detailed, technical documents. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Exemplifies discretion and trustworthiness – keeps confidential information confidential. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Focused on systematic, process driven approaches with a high degree of discipline. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Excellent attention to detail, organised and able to prioritise workload to ensure deadlines are met. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Highly proficient with Microsoft 365, in particular Teams and Word. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Absolute commitment to role modelling our St John Ambulance Cymru values and helping others do the same | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Ability to work outside normal working hours when absolutely necessary | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |