# Governance and Executive Support Officer Job Description

| | |
|---|---|
| FTE Salary: | £26,780 - £29,560 |
| Hours: | 22.5 |
| Location: | Gloucester / Hybrid |
| Reports to: | Chief Executive Officer / Chief Officer |
| Works closely with: | Chair of Trustees, Trustee Board, CEO/Chief Officer and Senior Leadership Team |

| Company Benefits | |
|---|---|
| Pension: | Contribution of 7% based on 4% employee contribution |
| Employee Assistance Scheme: | Health Assured |
| Birthday Leave: | Take a day to celebrate your annual personal milestone. This leave does not form part of your annual leave entitlement. |
| Christmas Closure: | Our office will be closed between Christmas and New Year's, and these days won't count towards your holiday entitlement. |
| Flexible Working Policy: | Includes compressed hours, flexitime, homeworking/hybrid |

## Purpose of the Role

The Governance and Executive Support Officer provides high-quality governance, administrative and coordination support to the Trustee Board, Chief Executive Officer/Chief Officer and Senior Leadership Team.

The postholder will help ensure that effective governance arrangements are maintained across the organisation, that Trustee Board and committee business is well organised and documented, and that key governance actions, decisions and responsibilities are followed through.

The role will act as an important link between the Chair, Trustees, CEO and Senior Leadership Team, ensuring that meetings are well planned, papers are prepared and circulated appropriately, accurate minutes and records are maintained, and agreed actions are monitored.

The postholder will also provide secretariat support to Senior Management/Leadership Team meetings.

# Key responsibilities

### 1. Trustee Board support

- Provide comprehensive administrative and governance support to the Trustee Board and its committees.
- Work with the Chair and CEO to plan the annual programme of Trustee Board meetings.
- Liaise with the Chair and CEO in advance of meetings to prepare agendas and identify matters requiring Trustee consideration or decision.
- Coordinate the preparation and collation of Board papers, ensuring contributors know what is required and when.
- Circulate agendas, reports and supporting papers in an organised and timely manner.
- Attend Trustee Board meetings and produce accurate, clear minutes.
- Maintain an action log and follow up agreed actions with the appropriate individuals.
- Maintain an accurate record of Board decisions and approvals.
- Support the Chair and CEO with governance-related correspondence and administration.
- Coordinate Trustee meeting arrangements, including dates, venues or online meeting arrangements.

### 2. Governance administration

- Maintain the organisation's key governance records and ensure documentation is organised, accessible and up to date.
- Maintain records relating to Trustee appointments, terms of office, resignations and relevant declarations.
- Coordinate annual declarations of interests and maintain the organisation's register of Trustee interests.
- Support the administration of Trustee recruitment, appointment, induction and onboarding.
- Maintain the governance calendar covering recurring Board business, policy reviews, Trustee requirements and other key governance activities.
- Support the CEO and Chair with periodic reviews of the organisation's governance arrangements.
- Help maintain an effective system for reviewing and approving organisational policies.
- Ensure agreed governance documentation and Board records are retained appropriately.
- Assist in preparing information required for governance reviews, audits, funder assurance or regulatory purposes.

### 3. CEO and Leadership Team Support

- Provide governance and executive administration support to the CEO and Senior Leadership Team.
- Coordinate Senior Management/Leadership Team meetings, including scheduling meetings and preparing agendas.
- Collate and circulate papers in advance of meetings.
- Attend meetings and produce concise, accurate minutes recording key discussions, decisions and actions.
- Maintain the Leadership Team action log and monitor progress against agreed actions.
- Support effective information flow between the Leadership Team and Trustee Board, helping ensure that matters requiring Trustee oversight or approval are identified.

- Support the CEO with preparation and coordination of governance-related reports and Board papers.

**4. Governance planning and assurance**

Working with the CEO and Chair, support the organisation to maintain a clear governance framework, including:

- annual Board workplan;
- schedule of Board meetings;
- policy review schedule;
- Trustee induction and training records;
- declarations of interests;
- key governance documents;
- Board terms of reference;
- action and decision logs;
- Trustee skills and governance information;
- governance-related reporting deadlines.

The role would coordinate and administer these requirements rather than hold ultimate accountability for governance, which would remain with the Trustee Board and relevant senior officers.

**5. Trustee experience and communication**

- Act as a reliable point of contact for Trustees regarding meeting arrangements, papers and governance administration.
- Help new Trustees navigate their induction and access key organisational information.
- Maintain Trustee contact and administrative information.
- Support good communication between Trustees, the Chair, CEO and senior colleagues.
- Help ensure Trustees receive the information they need to undertake their role effectively.
- Coordinate Trustee training, development sessions and away days where required.

**6. General responsibilities**

- Handle sensitive Board, staffing and organisational information with appropriate confidentiality.
- Develop effective working relationships with Trustees, staff and relevant external contacts.
- Support continuous improvement in administrative and governance systems.
- Promote the organisation's values and the wider aims and principles of Citizens Advice.
- Undertake other reasonable duties consistent with the nature and level of the role.

This job description outlines the main duties and responsibilities of the post and is not intended to be exhaustive. Duties may reasonably vary in line with the purpose and level of the role and the organisation's changing needs. Any material change to the role will be discussed with the postholder and managed in accordance with organisational procedures.

# Person specification

### Essential

The successful candidate will have:

- Strong administrative and organisational skills.
- Experience of supporting senior meetings, boards, committees or leadership teams.
- Experience of preparing agendas, coordinating papers and taking accurate minutes.
- Excellent written English and the ability to turn complex discussions into clear records of decisions and actions.
- Strong attention to detail.
- Ability to manage a forward programme of meetings, deadlines and actions.
- Confidence working with senior colleagues and Board/committee members.
- Ability to handle confidential and sensitive information appropriately.
- Strong IT skills, particularly Microsoft 365 applications.
- Ability to work independently, prioritise competing demands and follow actions through to completion.
- An understanding of the importance of good governance, accountability and appropriate record keeping.

### Desirable

- Experience of working with a Trustee Board or within a charity.
- Understanding of charity governance and the respective roles of Trustees and senior management.
- Experience within Citizens Advice or another voluntary/community sector organisation.
- Experience maintaining governance calendars, policy schedules, action trackers or registers.
- Experience supporting Trustee recruitment and induction.

**Want to chat about this role?**
If you want to chat about the role further, you can contact Clare Knapman by emailing clare.knapman@gloscab.org.uk or calling 01452 442017.

# Applying for this post

To apply for this post, please submit to info@gloscab.org.uk:

**Your CV**, outlining your relevant experience, skills and qualifications. **A covering letter (maximum two pages)** explaining why you are interested in the role and how your experience and skills meet the requirements of the person specification.

In your covering letter, please address the following:

- **Why you are interested in the role** and what attracts you to working for North & West Gloucestershire Citizens Advice
- **Your relevant experience**, including examples that demonstrate how you have carried out similar responsibilities.

- **The key skills and strengths** you would bring to the role.
- **How you meet the essential requirements** of the person specification, providing specific examples where possible.
- **What you feel you could contribute to the team and organisation.**

We are interested in the **quality and relevance of your examples**, rather than simply repeating information from your CV. Where possible, please use specific examples to demonstrate what you have done, the role you played and the outcome or impact.

Your covering letter will be considered alongside your CV as part of the shortlisting process.

In accordance with Citizens Advice national policy, we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.