



Children's Hospices Across Scotland

JOB DESCRIPTION – GOVERNANCE COORDINATOR

Job Details

Job Title – **Governance Coordinator**
Responsible to – **Executive Support Manager**
Job Family – **Admin**

Location – **Edinburgh**
Salary – **CHAS Band 4**

Job Purpose

To provide high quality, flexible and pro-active professional support to ensure the effective operation of key elements of CHAS's corporate governance framework. Core responsibilities include:

- Provision of excellent governance support to ensure the smooth running of the organisation's Finance & Audit Committee, Information Governance and Health & Safety Steering Group meetings
- Maximising the effectiveness of the Director of Finance and Corporate Services through excellent administrative support
- Provision of professional support to a range of governance activities in supporting the effective operation of the Board of Directors
- Ensuring legal compliance and best practice in governance systems at CHAS

Main Tasks

- Committee servicing, support and management
- Executive and leadership support
- Diary management
- Financial budgeting and control
- Strategic planning
- Compliance and records management

Job Activities

Committee servicing, support and management

- Responsible for practical arrangements for Finance and Audit Committee, the Information Governance Group and Health & Safety Steering Group which may include:
 - Putting in place an annual meeting calendar- with dates set at least one year in advance;
 - Coordination of all practical arrangements, room booking, refreshments, access to VC, PowerPoint etc. to support meetings

- Liaison with the Executive Support Manager and members of the Senior Leadership Team (SLT) to put in place and review a business schedule for Board sub-committee meetings for the year
- Responsible for ensuring that relevant Board sub-committee meetings are appropriately minuted
- Management of the timely dispatch of papers for Board sub-committees
- Production of action points for meeting participants and following up on resulting actions where appropriate
- Co-ordination of Trustee recruitment and induction activities
- Provision of specific governance support to the Company Secretary and Executive Support Manager, including maintenance of company books, managing and documenting key governance and statutory functions and activities to fulfil all legal requirements e.g. Annual Returns, contracts register, filing of resolutions adopted at Annual General Meetings, and any other filings required to be made with the Office of the Scottish Charity Regulator (OSCR) and Companies House
- Provision of support of any other Board level events or activities as required

Executive and leadership support

- Provision of a customer-focussed and professionally robust administrative service. This will include managing the Director of Finance and Corporate Service's diary and emails identifying key milestones and project work plans and ensuring that deadlines and deliverables are achieved
- Provision of administrative support for travel and other logistical arrangements for the Director of Finance and Corporate Services in addition to other members of the Senior Leadership Team (where necessary)
- Responsible for assisting with the co-ordination of any recruitment matters within the area of Finance and Corporate Services
- As guided by the Executive Support Manager, undertake projects, background research, prepare reports, briefing papers and internal communications as required on issues across the range of CHAS's activities to support key strategic and operational issues relevant to the senior managers

Diary management

- Responsible for organising and managing the diary of the Director of Finance & Corporate Services, with a logical, common-sense and consistent approach to maximising their time to ensure deadline re met and objectives are achieved. Ensuring that dairies and staff are kept up to date with details of meetings, appointments and deadlines and they are notified of appointments and bookings in advance
- Managing to do and action lists and prompting deadlines for the Senior Leadership Team and in particular, the Director of Finance & Corporate Services

Financial budgeting and control

- Support financial matters for the area of Finance & Corporate Services such as dealing with purchase orders, purchasing card, web requisitioning, and/ or monitoring budget spend whilst being mindful of the need to encourage appropriate efficiency and delivery of value for money across department's activities
- Assisting with the coordination and development of budget timetables including organisation of key meetings
- Responsible for coding team invoices and preparing for signature and dealing with any queries
- Responsible for reconciling credit card statements where appropriate
- Responsible for completing the expenses for the Director of Finance & Corporate Services
- Provision of administrative support to the statutory funding request process

- Responsible for checking transaction listings for the team
- Assist with the preparation and distribution of invoices for local authority and health board funding. Planning and scheduling any follow ups required to ensure payments from all local authorities are received

Strategic planning

- Responsible for updating various operational plans with current progress.
- Support CHAS to record and report across Board reports, and other materials to help show the difference CHAS makes to children and their families
- Support reporting on the CHAS Plans and other strategic change programmes as required

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties
- Responsible for ensuring that information and records are processed (received, created, used, stored and destroyed) on behalf of the organisation are managed in compliance with all applicable legislation, codes and policies

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

Volunteer Engagement

- To work constructively with volunteers in the team and provide guidance to help them in their roles where required.

Dimensions

Line Management

- The role reports directly to the Executive Support Manager, but will provide high quality administrative support to the Director of Finance & Corporate Services
- Line Management is provided via weekly huddles, monthly team meetings and by an annual appraisal and informal meetings when required

Decisions and Communications

Decisions

- Within the management structure of the EST and CHAS, work is generated by senior staff and allocated by the Executive Support Manager.
- The post holder generally works with a significant degree of autonomy but is guided by CHAS policies, procedures or regulations. The Executive Support Manager is available for reference and outcomes are agreed at one to one and SRD meetings
- The post holder is required to make judgements and assessments on a range of issues where there may be more than one solution to a problem/issue

Communications

- Provides and receives complex, sensitive or contentious information orally, in writing or electronically where persuasive, motivational, negotiating, training or empathetic skills are required. For example when dealing with the organisation's professional advisors or any other external stakeholders

- In performing this role, the post holder frequently has contact with all members of the SLT the Board, all Managers, Head Office staff; all administrative staff as well as donors and supporters



Children's Hospices Across Scotland

PERSON SPECIFICATION – GOVERNANCE COORDINATOR

Education, Qualifications, and Training

Essential

- Higher National Diploma level qualification in Administration or equivalent experience

Desirable

- None

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Demonstrable knowledge of governance systems, ideally in charities, alongside the ability to maintain sensitive, confidential information with discretion
- Demonstrable experience of how to produce succinct, accurate and timely minutes
- Demonstrable knowledge of administrative practices and procedures
- Excellent written and communication skills including the ability to draft high quality minutes and reports
- Accuracy and excellent attention to detail
- Good interpersonal skills and the ability to work flexibly on own initiative and as part of a team
- Commitment to high service standards and customer focus
- Excellent IT skills, including a good knowledge of Adobe Professional and Microsoft Office applications including Word, Excel and Outlook
- Highly developed planning and organisational skills

Desirable

- None

Method of Assessment – Application Form and Interview

Experience

Essential

- Demonstrable experience of managing a complex workload, where there are known competing demands and constant interruptions to the work pattern, which require the workload to be prioritised
- Demonstrable experience of how to produce succinct, accurate and timely minutes
- Experience of working with senior staff and non-executives to support effective leadership and governance. The post holder must have excellent administrative skills, excellent attention to detail and experience of servicing committees, including minute taking

- Experience of providing committee management and support services to senior committees in a fast moving and complex organisation
- Proven experience in governance support
- Experience of servicing complex meetings
- Experience of working with complex diaries of senior managers
- Demonstrable experience of working using discretion and diplomacy in a sensitive or confidential work environment

Desirable

- Experience of working in the public or voluntary sector and of working with volunteers would be beneficial

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Resourceful and enterprising, with a positive attitude to challenges and change
- Ability to work closely with volunteers and to recognise their contribution
- Excellent customer service skills, with the ability to liaise with a wide range of internal and external stakeholders, with tact, warmth and diplomacy
- Commitment to core vision and values of CHAS

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Willingness to travel between CHAS sites as required
- Ability to meet periodic requirement to service committees out with normal working hours (e.g. evening finishes)

Desirable

- None

Method of Assessment – Application Form and Interview