

Governance and Executive Support Officer

Role Description

Governance and Executive Support Officer

NJC Pay Range:	Band H
Responsible For:	Governance Clerks
Responsible To:	Leader of Governance, Compliance and Executive Support

Main Purpose of the Post

- Provide executive support to the hub Director of Education and other Executive Leaders, including coordinating diaries, meetings, briefings, and preparation of papers.
- Clerk Trust committees and support the administration of governance processes, maintaining accurate records, registers, action trackers, and policy documentation.
- Coordinate complaints, Data Subject Access Requests and Freedom of Information requests, working with Academies, IT, and the external Data Protection Officer (DPO) to ensure timely, compliant responses.
- Support the maintenance of the policy schedule, governance reviews, risk information, and other compliance activities.

Key Areas of Responsibility

Executive Support

- Manage the diary of the hub Director of Education and other Executive Leaders, coordinating meetings, appointments and travel arrangements ensuring effective time management.
- Prepare agendas, papers, briefings and presentation content for Board / Committees, external publications and external meetings and events.
- Coordinate meeting logistics, including venue booking, catering and technology requirements.
- Act as a trusted point of contact for Trustees, Governors, and external stakeholders.
- Provide executive support to internal Trust meetings as required, maintaining agendas minutes and overview of actions and follow up required.
- Coordinate Executive Leader communications and ensure follow-up on key actions and decisions.
- Support with the management of Trust mailboxes, ensuring timely responses to matters arising are obtained and dealt with.
- Act as the first point of contact for designated hub via telephone and email on behalf of the Executive Team.
- Provide professional, discreet, and proactive support to enable Executive Leaders to manage their workload effectively.
- Provide support to and cover for the Leader of Governance, Compliance & Executive Support and the other hub Governance & Executive Support Officer as may be required.

Governance Functions

- Clerk designated Trust committees in accordance with the Trust's Scheme of Delegation and relevant governance guidance.
- Prepare agendas and papers, maintain action trackers, and produce minutes to a high and accurate professional standard.
- Maintain committee membership records, declarations of interest and attendance records.
- Support the annual governance review process, including Trustee / Governor self-evaluation and skills audits.
- Maintain governance documentation and ensure secure storage of records.
- Keep abreast of changes in governance requirements; supporting the Leader of Governance, Compliance & Executive Support with any actions arising as a result.

- Provide independent advice and guidance to Executive, Academy Leaders, Trustees and Governors on local and national legislation.
- Lead on Governor recruitment; ensuring the necessary subsequent checking processes are in place for appointed persons e.g. DBS.

Compliance

- Act as the central point of contact for complaints in designated hub, ensuring they are logged, tracked, and responded to within statutory timescales, providing advice to Academy colleagues on complaints handling.
- Support the Leader of Governance, Compliance & Executive Support working with the external Data Protection Officer (DPO) on Data Subject Access Requests, Freedom of Information Requests, Data Protection Impact Assessments, Data Sharing Agreements, and other data protection related matters.
- Undertake termly website compliance checks using the agreed tools (e.g., accessibility checkers, link checkers, DfE compliance checklists).
- Ensure all requests are handled in accordance with data protection legislation and Trust policies.
- Maintain accurate records and reporting on complaints, DSARs and FOIs for governance and compliance purposes.
- Support with the maintenance of the Trust policy schedule as may be required.
- Support the Leader of Governance, Compliance & Executive Support in ensuring statutory policies are in place, up to date and published as required.
- Support governance reviews, audits and inspections, providing documentation and evidence as required.

Governance and Executive Support Team

- Provide line management and/or professional support to Governance Clerks.
- Support the Leader of Governance, Compliance & Executive Support to develop and coordinate the governance team to ensure consistent practice and effective local governance.
- Provide cover as may be required for other Governance & Executive Support Officers and Governance Clerks fostering a culture of collaboration and effective, supportive teamwork.
- Provide guidance, templates and induction materials for Governors and Clerks.
- Support the quality assurance of local governance arrangements, including clerking standards and meeting effectiveness.
- Support the delivery of Trust events working with Executive and Academy Leaders e.g. governance workshops, Trust Inset days etc directing other colleagues to support as required.
- Quality assure clerking, governance processes, and local governance arrangements.
- Deliver training and briefings to Governors and Clerks on governance best practice and compliance requirements.
- Support the development of a consistent governance culture across all Academies in the Trust.
- Line manage and develop the Administrative Assistant or other administrative support, offering clear direction, performance oversight, and ongoing professional development to support a high-performing administrative service.

Other Considerations Relevant to the Role

- To work from an identified Place Partnership Office location.
- To work with flexibility, travelling to and from Academies and other locations in the course of undertaking work duties.
- A Disclosure and Barring Service (DBS) check at Enhanced Level is required.

The aim of the Role Description is to indicate the general purpose and level of responsibility of the post. Duties may vary from time to time without changing the character of the post or general level of responsibility.

This is an outline Role Description only and the post holder will be expected to undertake duties commensurate within the range and grade of the post or any lesser duties as directed.

Role Description

Supplementary Information

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Standards and Expectations

- Be an excellent role model, exemplifying high personal and professional standards and promoting high expectations for all members of the Trust.
- Be a highly visible, proactive and approachable presence to pupils, staff, and other stakeholders across the Trust and at Academy/Trust events and activities while sustaining the specific demands of the role.
- Be proactive, strategically plan ahead and establish professional networks that will support and enhance the work of the Trust.
- Sustain wide, current knowledge and understanding of education and relevant business systems and processes locally and nationally, and pursue continuous professional development.
- Maintain and operate in the 'bigger picture' view of the Trust securing the connectivity/implications of change and challenge across the spectrum of Academy operation.
- Celebrate success at every opportunity and implement ambitious strategies for continuous improvement while proactively challenging underperformance at all levels.
- Have high expectations against external benchmarks, engaging in systematic quality assurance, preparing for inspection, self-evaluation and improvement planning for all aspects of Academy life as well as specific areas of individual responsibility.
- Take responsibility for promoting and safeguarding the welfare of children, young people, and adults within the organisation.
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- Demonstrate optimistic personal behaviour, positive relationships and attitudes towards young people, professionals, parents, governors, and members of the local community.
- Regularly review own practice, set personal targets, and take responsibility for own personal development.

Securing Policies and Compliance

- To keep abreast of statutory and regulatory guidelines within area of responsibility and ensure Leaders are kept up to date so that systems and processes secure compliance.
- To contribute to policy formulation and strategic direction of service area/area of responsibility.
- To promote and safeguard the welfare of pupils and other adults within the Trust by adhering to all statutory and associated workplace policies.
- To ensure compliance through highly effective quality assurance and forensic evaluation.
- To report and advise on any matter that may place the brand and reputation at risk.

Leading People and Managing Performance

- To lead and develop staff within the team to deliver high quality performance, ensuring that effective performance management arrangements are in place.
- To ensure that teams have a clear structure, roles and responsibilities and work in an integrated way.
- To take responsibility for line managing specific individuals and teams, being accountable for their performance and ensuring that they meet the overall standards expected by the Trust.

- To lead, plan, co-ordinate and manage the work of the team, including the development of their skills/knowledge and maximising the potential of all staff through professional support and challenge.
- To provide effective leadership and operational management of the teams and functions, ensuring that staff adopt the values and expected behaviours of the Trust to deliver a high-performance culture.
- To ensure that Leaders receive high quality advice and guidance emanating from area of work/responsibility.
- To actively manage own performance and that of others, participating in the Trust's appraisal process as Appraiser and Appraisee.

Engagement with Stakeholders

- To build and maintain effective professional relationships with relevant external stakeholders and service user groups.
- To lead and contribute to the development and delivery of staff and leader training and support across the Academy/Trust.
- To secure and actively engage with professional networks and collaborative arrangements with outside agencies and professional bodies associated with area of responsibility.
- To provide reports and updates to Leaders and Governors in relation to area of responsibility.
- To set clear standards for and expectations of communication with parents/carers and other key stakeholders ensuring follow up is timely, effective, and appropriate.
- To work collaboratively with others to deliver added value to the Academy and Trust.
- To understand the changing community and ensure stakeholder satisfaction.

This supplementary information forms part of the role description and should be used alongside the role specific information

Place Partnership is committed to safeguarding the welfare of children and expect all staff to share this commitment.

Person Specification

Governance and Executive Support Officer

	Essential	Desirable
Qualifications and Training	- GCSE English and Maths at Grade C/4 or above, or equivalent qualification. - Professional relevant qualification at Level 4 or commitment to work towards.	- Clerking qualification or training (e.g. National Governance Association Clerking training). - Microsoft Office qualification or equivalent.
Experience, Knowledge and Understanding	- Strong demonstrable experience providing executive support, including diary management, meeting coordination, and preparation of papers. - Experience of taking accurate minutes and/or clerking boards / committees and managing action logs. - Experience of working with confidential and sensitive information. - Experience of managing multiple priorities and working to deadlines. - Experience of developing other colleagues.	- Experience of clerking committees or governing bodies. - Experience working in an education setting or with governance processes. - Experience of coordinating complaints, FOIs or DSARs. - Knowledge of data protection legislation and information governance. - Knowledge of governance management systems and databases
Skills and Attitude	- Excellent written and verbal communication skills, with the ability to produce high-quality papers, minutes, and reports. - Strong organisational skills, with the ability to manage multiple priorities, deadlines, and governance cycles. - High attention to detail and accuracy, particularly in relation to statutory and regulatory compliance. - Ability to draft professional correspondence and reports. - Ability to provide proficient executive support and manage complex diaries and priorities. - Ability to develop and support a team. - Strong IT skills, including Microsoft Office and governance management systems. - Ability to stay calm under pressure and manage competing demands. - Ability to build effective relationships with a wide range of stakeholders.	Ability to take accurate minutes in complex or technical meetings.
Personal Qualities and Attributes	- Professional, discreet, and trustworthy, able to handle confidential information with integrity. - Proactive and solutions-focused, able to anticipate needs and take initiative. - Flexible and adaptable, able to respond to changing priorities.	

	• Committed to delivering a high-quality service and supporting the Trust's vision. • Positive, collaborative and an effective team player. • Resilient and able to work effectively under pressure.	
Commitment	• Commitment to diversity and equality of opportunity in all working practices • Commitment to child protection and safeguarding policies and procedures. • Commitment to personal professional learning and development. • Commitment to develop own knowledge and expertise and share good practice in the area of governance.	

**The postholder is required to ensure they have the appropriate car business insurance to meet the requirements of the post.*