

Job Description

Job Title:	Governance Professional – Complaints and Governance Support
Location:	Central Services, Norwich, with travel across the Trust

Job title	Governance Professional – Complaints and Governance Support
Salary Scale	Scale I
Hours of Work	37 hours per week
Weeks Worked	Full year
Responsible to	Executive Assistant to the CEO & Head of Governance
Location	Central Services, Norwich, with travel across the Trust

Main purpose of the role

- Lead the Trust-wide administration and governance coordination of complaints in accordance with the Trust's published complaints procedure and applicable academy requirements.
- Provide fair, neutral and timely case management, supporting investigators and independent panels without determining complaints unless formally authorised under the procedure.
- Provide governance professional and clerking support to an allocated portfolio of Academy Committees.

Organisational relationships

- Reports to the Executive Assistant to the CEO & Head of Governance.
- Works closely with academy leaders, central teams, governance colleagues, panel members and external providers relevant to the portfolio.
- For information rights matters, works closely with the designated Data Protection Officer and obtains legal advice where directed.
- Has no authority to determine independent appeals, panels, complaints, exclusions, FOI exemptions or SAR exemptions unless formally delegated and lawful.

Principal accountabilities and responsibilities

Area	Responsibilities
Complaints case management	• Receive, acknowledge, log and triage complaints; identify the applicable procedure and stage; monitor published timescales; and flag safeguarding, whistleblowing, staff conduct, data protection or other matters requiring referral. • Coordinate Stage 2 investigations and Stage 3 panel processes under the Trust complaints procedure, maintaining neutral communications and clear audit trails. • Support appointed investigators by organising evidence, correspondence and interviews, without compromising the investigator's independence or predetermining findings. • Maintain confidential records, track remedies and agreed actions, and coordinate outcome correspondence and escalation routes. • Identify unreasonable or persistent contact issues for consideration under the Trust procedure, ensuring

Area	Responsibilities
	decisions are authorised and communications remain proportionate and fair. • Respond to governance and complaints enquiries. • Support aft governance and complaints correspondence. • Support communication with complainants, investigators, panel members and other stakeholders.
Complaint panels and hearings	• Arrange suitably independent panel members and an impartial clerk; complete conflict checks; coordinate dates, invitations, reasonable adjustments and secure document exchange. • Prepare indexed and accessible hearing bundles, advise on procedure, clerk hearings accurately and record decisions, reasons, recommendations and actions. • Ensure the panel remains independent and that the role does not investigate, advocate for a party or direct the panel's findings. • Maintain panel appointment records and hearing documentation.
Policy, reporting and improvement	• Maintain the complaints register and produce anonymised management information, themes and lessons learned for senior leaders and governance assurance. • Support periodic review and publication of the Trust complaints procedure and templates, taking account of current DfE requirements and good administrative practice. • Escalate high-risk, complex, safeguarding-related, legally sensitive or potentially regulator-referred complaints promptly. • Maintain governance policy review schedules. • Coordinate governance policy consultation processes. • Maintain governance policy version control arrangements. • Support governance publication requirements and document management processes.
Attendance Monitoring	• Monitor Trustee attendance. • Monitor Academy Committee attendance. • Monitor Member attendance. • Produce attendance dashboards and attendance analysis reports. • Monitor quoracy levels across governance meetings. • Escalate attendance, engagement and participation concerns to the Executive Assistant to the CEO & Head of Governance.
Governance Compliance & Systems	• Maintain governance records including: • Register of Interests. • Terms of Office. • Skills Audit records. • Governance Training records. • Governance Vacancy records. • Undertake governance website compliance reviews. • Maintain governance compliance trackers. • Produce governance compliance reports and dashboards. • Administer GovernorHub and other governance management systems. • Maintain governance reporting systems. • Escalate governance compliance concerns, publication issues and statutory governance risks.
Local governance	• Act as governance professional and clerk for an allocated portfolio of Academy Committees, providing impartial procedural advice within the Trust governance framework. • Plan annual meeting cycles; agree agendas with the Chair and Principal; issue papers securely and within required timescales; attend meetings, produce accurate minutes and action logs, and monitor completion of actions. • Maintain committee membership, terms of office, attendance, declarations of interest, training, skills and vacancy records on GovernorHub or the Trust-approved system. • Support recruitment, appointment, election, induction and development of Academy Committee members,

Area	Responsibilities
	including liaison with HR on appropriate checks. • Monitor local governance compliance with the Scheme of Delegation, Terms of Reference and publication requirements; escalate concerns promptly to the Executive Assistant to the CEO & Head of Governance. • Provide flexible cover for other committees, panels and governance workflows to maintain service continuity.
Governance Administration Support	• Maintain governance-related filing systems for Executive Team governance documentation and records. • Support governance administration relating to Executive Team decisions, actions, records and governance documentation. • Maintain governance records in accordance with Trust retention, confidentiality and information management requirements. • Support preparation and organisation of governance documentation required for internal and external assurance activity. • Support the wider governance service across the Trust as required, including providing administrative, clerking, compliance, governance systems, hearing, panel, consultation, records management and project support across governance functions outside the postholder's primary area of responsibility, commensurate with training, competence and service need. • Support the maintenance of the Human Resource System for all Governance volunteers. • Oversee the vetting and checking processes for all Governance appointments.

Employee commitments

- Commit to the Trust vision, values and key principles, equality, diversity and inclusion.
- Support pupils to achieve their potential and contribute to improving standards of education.
- Promote safeguarding, inclusion, professional conduct and the responsible use of information.

Performance management

Participate in the Trust's arrangements for performance management, professional development, quality assurance and service improvement.

Context and general responsibilities

- Work as part of the whole Trust team and respond flexibly to changing priorities and service demands.
- Maintain confidentiality, comply with UK data protection legislation, information security requirements, health and safety duties and all relevant Trust policies.
- Make reasonable adjustments and promote equality of opportunity in accordance with Trust policy and applicable law.
- Undertake other duties reasonably commensurate with the grade, scope and seniority of the post.
- This job description may be amended following consultation with the postholder and will be reviewed periodically. It is not an exhaustive list of every task but sets out the principal expectations, professional accountabilities and responsibilities of the role.

Safeguarding

Inspiration Trust is committed to safeguarding and promoting the welfare of children and young people. The postholder must comply with safeguarding policies and safer working practices. Appointment will be subject to the level of pre-employment checks that is legally appropriate to the duties and regulated activity, if any, of the post.

Person Specification

Category	Essential	Desirable
Qualifications	- GCSE English and Mathematics at grade 5/C or above, or equivalent. - Relevant level 3 qualification or equivalent substantial professional experience. - Commitment to complete relevant governance and role-specific training.	Governance, legal, public administration, data protection or education-sector qualification.
Skills, knowledge and experience	- Strong administrative, organisational, written communication and record-management skills. - Ability to interpret and apply policies, statutory guidance and procedural requirements. - Experience handling sensitive information and competing statutory or policy deadlines. - Ability to clerk formal meetings and produce clear, accurate and impartial minutes. - Strong digital skills, including Microsoft 365 and the ability to learn governance/case-management systems. - Commitment to safeguarding and promoting the welfare of children and young people.	- Experience in an academy trust, school, public body or regulated environment. - Experience using GovernorHub or a comparable governance system. - Experience of formal panels, hearings, appeals or casework relevant to the portfolio.
Personal attributes	- Professional, impartial, diplomatic and discreet. - Calm under pressure, resilient and highly accurate. - Confident escalating risk and seeking specialist advice when required. - Collaborative, service-focused and committed to continuous improvement.	Willingness to attend evening meetings and travel across Trust locations.

Signature Date