



## **Governance, Operations and Management Officer**

### **JOB DESCRIPTION**

#### **Job Purpose**

The Governance, Operations and Management Officer provides organisational, operational and governance support to the Senior Management Team and Board of Trustees.

The role focuses on strengthening organisational systems, maintaining key records and documentation, and ensuring that governance and policies are well managed and coordinated.

This is a coordination and organisational position that helps ensure the charity operates efficiently, transparently, and in line with governance and compliance requirements. The postholder will support the Senior Management Team by handling other tasks that enable the team to focus on priorities, projects and initiatives that are core to and enhance the charitable objectives of the service and its operational running.

#### **Key Responsibilities**

##### **Governance**

- Support the effective operation of the Board of Trustees and its governance processes.
- Maintain accurate records of trustee membership and governance documentation including training and compliance checks.
- Maintain and update the organisational risk register for quarterly Board review.
- Track actions arising from trustee meetings and support follow-up where appropriate.
- Lead the Board of Trustees in the recruitment, onboarding and induction of new trustees where required.
- Ensure the Board's approach aligns with the Charity Governance Code and manage related governance actions.
- Serve as the primary point of contact between management and trustees, fostering effective communication and collaboration.

##### **Policy Management and Compliance**

- Maintain the charity's policy register, ensuring policies are clearly documented and accessible.
- Monitor policy review dates and support managers and trustees in keeping policies current and aligned with best practices.
- Maintain version control and ensure approved policies are communicated across the organisation.
- Develop and implement guidelines to ensure consistency in policy development and application across the charity.

##### **Management Support**

- Monitoring and recording social value across different aspects of the charity on an ongoing basis including identification of new areas.
- Attend regular SMT meetings, taking responsibility for appropriate and varied actions that support the team and enables them to focus on their core priorities.



### **Stakeholders and Communication**

- Research and identify new stakeholders (potential donors, partners).
- Build and maintain a comprehensive stakeholder database and co-ordinate and track communication and engagement from the management team.
- Develop tailored communication for different stakeholder groups to support the charity's objectives.
- Review, produce and edit marketing and communications materials, from design to print.

### **Due Diligence and Organisational Assurance**

- Manage the due diligence processes relating to suppliers and other third party/external organisations.
- Maintain records of checks and supporting documentation.
- Assist the Senior Management Team with gathering information required for governance, compliance, or funding purposes.

### **Document Management and Accuracy**

- Check organisational documents, reports, and communications for accuracy, clarity, and consistency.
- Support the preparation of internal and external organisational documents.

### **Annual Report Coordination**

- Responsibility for the co-ordination of the narrative of the charity's annual report, ensuring compliance with Charity SORP.
- Organise and edit (proofreading/layout) of draft content to ensure clarity and consistency
- Support the Senior Management Team in finalising the narrative.

### **General**

- Undertake such general duties as your position requires.
- To carry out any other duties which are relevant to the post, as agreed with the Senior Management Team.

## **ACCOUNTABILITY**

The Governance, Operations and Management Officer is accountable to the CEO at South West Surrey Domestic Abuse Service.

## **PERSON SPECIFICATION**

### **Essential**

- Understanding of charity governance and the role of trustees.
- Knowledge of operational charity compliance
- Strong organisational and document management skills.
- Excellent written communication.
- Experience managing organisational records.
- Ability to work with senior stakeholders and maintain confidentiality.
- High level of accuracy and attention to detail.
- Ability to manage multiple priorities and deadlines.
- Highly organised and systematic.



South West Surrey

**Domestic Abuse Service**

- Proactive and able to work independently.
- Collaborative and supportive of colleagues.
- Committed to the charity's values and mission.
- Comfortable working with detailed documentation and sensitive information.

### **Desirable**

- Experience working in the charity or non-profit sector.
- Experience supporting policy management or organisational compliance.
- Experience contributing to annual reports or organisational reporting.