Governance and Compliance Officer
Job Description and Person Specification

Job Title: Governance and Compliance Officer
Team: People
Location/Region: Glasgow (Hybrid)
Contract: Permanent
Hours: 22.5 per week
Grade: SS1-SS4
Starting Salary: £18,076 per annum (£30,128 FTE)

Manager: People Director
Line Management Responsibility: N/A

Role Profile

The Governance & Compliance Officer provides comprehensive governance support to the Board of Trustees and high-level administrative assistance to the Executive Team. The post holder delivers vital administrative support, organising meetings, record-keeping, and coordination to assist with operational compliance, maintain risk registers, oversee office resources and support policy reviews across all directorates.

Key Responsibilities

Governance

- Coordinate Board of Trustees and Sub-Committee meetings, including scheduling, support with agenda preparation, collation and distribution of board packs, and accurate minute-taking.
- Maintain official governance registers and monitor statutory filing deadlines to ensure timely submissions.
- Support Trustee onboarding, induction, training schedules, appraisals, and administrative arrangements for the AGM.
- Keep all official documents organised in one central place, making sure they are up to date, accurately recorded, and easy for the right people to access.

Executive Support

- Monitor and manage the CEO and general info email inboxes, triaging incoming messages, handling routine enquiries with discretion and professionalism, and escalating priority matters.
- Manage incoming and outgoing post, including checking, scanning, logging, and securely distributing correspondence to the relevant teams.
- Provide administrative support to the Executive Team, including booking travel, and accommodation as required.
- Handle routine enquiries and incoming correspondence for the CEO with discretion and professionalism.

Compliance, Risk & People Support

- Provide hands-on support to delivery teams, helping them deal with day-to-day compliance routines, including UK GDPR requirements and training record-keeping.
- Coordinate administrative processes for key HR compliance routines, including new staff onboarding checks, induction scheduling, and annual appraisal documentation.
- Assist with the administrative processing of Subject Access Requests (SARs) as and when required.
- Maintain the central policy register, monitoring review schedules, prompting upcoming reviews, and supporting team leads to keep policies clear, compliant, and up to date.
- Support the Executive Team with the routine administration, logging, and updating of the organisational Risk Register and internal audit actions.
- Assist with the administration of the Business Continuity Plan.

Health, Safety & Office Operations Support

- Coordinate day-to-day office resources and supplies.
- Provide administrative support for Health & Safety compliance, including incident record-keeping and operational risk assessment logging.
- Maintain central Health & Safety logs and registers, recording mandatory safety training completion across regional teams.
- Provide administrative support for organisational insurance, including collating relevant documentation for annual policy renewals.

Procurement Administration

- Provide administrative support for procurement activities, including tender document collation, contractor register updates, and supplier administration.

The duties in this Job Description are indicative and may vary. Post holders are expected to undertake any other reasonable tasks as required by the charity.

Person Specification

	Essential	Desirable
Experience	Proven experience providing administrative support within a governance, compliance, executive support, or HR environment. Experience minuting formal meetings (e.g., Board or committee level) accurately and efficiently. Experience maintaining official records, registers, policy logs, or administrative systems.	Experience working within the charity/third sector or a regulated environment. Experience assisting with HR onboarding checks, staff inductions, or appraisal record keeping. Experience supporting basic procurement administration or health & safety record-keeping.
Skills and Knowledge	Practical understanding of data protection and GDPR requirements in day-to-day operations. Strong digital literacy with the ability to navigate standard workplace software and administrative systems. Excellent written communication skills with strong attention to detail and proofreading ability. High level of organisational skills and ability to manage multiple competing tasks to deadline.	Knowledge of UK charity governance structures and regulatory frameworks (e.g., OSCR, Charity Commission). Understanding of basic risk register administration and policy review schedules.
Personal Skills & Attributes	Approachable, supportive, and service-oriented style when assisting internal teams. Absolute discretion, confidentiality, and sound judgement when handling sensitive executive or board information. Self-motivated with a methodical, thorough approach to task completion. Flexible and adaptable to changing operational priorities. Confidence in prompting colleagues across directorates to complete compliance tasks in a supportive manner.	
Training & Qualifications	Good general standard of education, or equivalent demonstrable administrative experience. Working knowledge of UK GDPR principles, the Data Protection Act 2018, and practical data	Relevant qualification in Business Administration, Governance, or Compliance (e.g., HNC/HND, NVQ, or equivalent).

	handling routines (including redaction, data retention schedules, and secure file sharing)	