

Job Title:	Governance & Process Support Officer (Temporary)
Department:	Development, Quality & Compliance
Location:	Hybrid/Fanshaws
Role reports to:	CFO

Purpose of Role:

To support the organisation in strengthening its governance framework by creating and embedding core business processes, identifying appropriate business owners for process ownership, and setting up sustainable administrative systems for document management, contracts management, and internal policy compliance. The role will also assist in developing and maintaining governance registers, supporting internal audits, and ensuring documentation and accountability standards are consistently met.

Key Responsibilities & Accountabilities

Key Responsibilities

1. Process Development and Ownership

- Map existing business processes and identify gaps or inefficiencies.
- Design, document, and implement new or improved processes in collaboration with relevant departments.
- Identify and assign process/business owners for each function, ensuring clear accountability.
- Develop a simple governance framework for process review, maintenance, and continuous improvement.

2. Policy Management

- Create and implement a document management process, including version control, access permissions, and storage standards (digital and physical).
- Set up an intuitive and secure filing structure within the organisation's chosen document management system.
- Establish procedures for document retention, review, and archiving.
- Train staff or produce simple guidance materials to support adoption.

3. Contracts Management

- Develop and maintain a central contracts register, capturing key information such as renewal dates, contract values, and responsible owners.
- Support contract review processes and ensure all documentation is stored appropriately.
- Work with relevant teams to establish a standard contract lifecycle process (creation, approval, execution, review, renewal).

4. Governance and Compliance

- Support internal audits and checks to ensure adherence to policies and procedures.
- Track and report on compliance issues or process exceptions.
- Maintain key governance registers (e.g., risk, policy, decision logs, conflicts of interest).
- Assist in drafting or updating governance policies, templates, and guidance materials.

5. Administration and Coordination

The job description may be amended from time to time by Company and, in addition to duties and tasks set out in the job description, you may be required to undertake additional or other reasonable duties and/or tasks as necessary to meet the needs of the Company.

- Provide administrative support for governance and compliance activities (e.g., meetings, records, document updates).
- Coordinate with stakeholders across departments to ensure governance documentation remains current.
- Monitor progress against process implementation milestones and report to management.

Line Management

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PERSON SPECIFICATION

Essential Knowledge & Experience

- I.T. literate (MS Office)
- Customer service
- Excellent organisational, administrative and coordination skills with attention to detail
- Understanding of governance, compliance, and records management principles.
- Excellent communication skills at all levels (written & verbal)
- Excellent customer facing skills/experience
- Experience in process mapping and business improvement.
- Competence with Microsoft 365 (SharePoint, Excel, Teams, Word).

Desirable Knowledge & Skills

- Experience with contract management or document control systems (desirable).

Essential Qualifications:

Other Requirements

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