

JOB DESCRIPTION
Governance Officer

Job Title:	Governance Officer	Present Grade:	7P
Department/College:	Strategic Planning and Governance		
Directly responsible to:	Head of Governance Services		
Supervisory responsibility for:	N/A		
Other contacts			
Internal:			
Strategic Planning and Governance colleagues; Senior Officers; committee members, Professional Service and Departmental staff across the University.			
External:			
Partners, committee members, public information requesters, professional networks			
Role Purpose			
To act as Secretary to senior University committees, to lead/support governance-related activities/projects and to provide support to information governance and student complaints activity within Strategic Planning and Governance.			
Major Duties			
<ol style="list-style-type: none"> 1. To manage a number of senior University committees of those supported by Strategic Planning and Governance, through the provision of professional secretarial support, in order to ensure their efficient and effective operation; <ul style="list-style-type: none"> • to work closely and proactively with Chairs, other managers and committee members in order to ensure the effective operation of the committees and that institutional needs are met. • to provide full governance support to the committees, including managing the schedule of business, overseeing membership, providing briefings for new members, management of agenda and meetings, preparation of Chair’s briefs, communication of outcomes, follow-up of actions arising and engagement with other governance services. 2. To provide specialist advice on best practice in governance matters, both in general and for particular areas of responsibility including relating to the effective management of students’ complaints and to: <ul style="list-style-type: none"> • be a complaint co-ordinator and make initial determinations against the Complaints and Review Procedures as to whether student complaints are eligible to proceed and review the initial determinations of other student-facing processes e.g., academic appeals to ensure that they meet the University’s procedures; • provide governance support to Complaint and Review Panels (and in particular Panel Chairs) regarding the implementation of procedures and the Office of the Independent Adjudicator (OIA) framework for complaints and review hearings and determinations through guidance and briefings; • work proactively with a range of colleagues and services on campus Complaint but in particular, Clerks and Panel Chairs to ensure the effective recording and communication of complaint outcomes and that accurate and comprehensive case records and databases, are maintained in line with records retention schedules; 			

- provide clerking services when required; and
- write responses on behalf of the University to the OIA regarding student complaints submitted to the ombudsman, and why the University's decisions were appropriate.

3. To lead/support governance-related activities and projects, including those to effect change or respond to regulation, which may relate to, for example, committee and/or policy, procedural and practice reviews, developing and implementing new arrangements, provision of training, developing communications.
4. To provide support to the broader activity within Strategic Planning and Governance, in particular providing support to team colleagues in coordinating and managing responses to: Freedom of Information requests, and requests for personal information under the Data Protection Act; and student complaints.

Other

5. To develop and maintain professional networks.
6. To manage professional development in consultation with their manager.
7. Maintenance of confidentiality of information; it will be necessary to comply with requirements related to the Data Protection Act/ General Data Protection Regulation.
8. Adherence to appropriate Health and Safety policies and University regulations/policies.
9. Such other comparable duties as may be required by the Head of Governance Services and Director of Strategic Planning and Deputy Secretary.

