

Job Description

Job Title: Governing Boards Support Officer	Service Area: Governor Services
Grade: SO1	Job Number: 025
Date last updated: 10 July 2019	Date of last evaluation: 18 July 2019

Our purpose is to advance children and young people’s education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focused on continuous improvement and development, work flexibly, and be customer focused.

Job Context

NPW is a not for profit membership organisation that currently trades with multi-academy trusts and schools across a number of London boroughs. There is a critical need for highly reliable governance support team that delivers a quality compliance service to a range of clients with different legal status and specific needs. This role is accountable for directly delivering services to clients, acting as first point of contact for clients and managing the client relationship. Working within a small team with an excellent reputation the postholder will be required to continuously demonstrate the competencies and knowledge that support outstanding service delivery and a strong team ethic.

Key Measures

1. To be directly responsible for the provision of services to a specified number of multi-academy trusts and governing boards to an appropriate quality standard and within the company’s and service’s performance indicators.
2. To ensure that the services provided are in line with the client’s legal status and to meet their individual requirements.
3. To be a member of the team that ensures a continuous governance support service to multi-academy trusts and governing boards.

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To be responsible for the delivery and quality of a compliance service to company members, trustees, governors, head teachers and clerks, acting as a first point of contact for advice on the day-to-day operation of company law, education law, articles of association, funding agreements, the academies financial handbook, statutory regulations, statutory guidance, bespoke governance arrangements, sector best practice and a range of non-routine matters relevant to the services offered by the team.
2. To ensure that the company's and service's performance indicators are met and that the appropriate records are kept.
3. To be responsible for the delivery and quality support service to Chairs, Vice-Chairs of trust boards and governing boards, Chief Executive Officers, Head Teachers and Chief Financial/Operating Officers, producing draft and final agendas in line with local governance arrangements and work plans and ensuring that draft general meeting, trust board governing board and committee minutes are of sufficient quality, that actions are appropriately logged and are within the local governance arrangements and are lawful, and that amendments to minutes are incorporated appropriately.
4. To be responsible for ensuring that governance decisions and proposed actions are compliant with individual local governance arrangements and are lawful.
5. To be responsible for evaluating responses to actioned minutes to determine whether they provide the appropriate information, and are made available to trust board and governing boards
6. To be responsible for recording and monitoring trustees' and governors' attendance and providing advice and guidance on disqualification from office.
7. To support the development of the governance arrangements for multi-academy trusts and governing boards, ensuring compliance with the company law, education law, statutory regulations and statutory guidance relating to the conduct of governance.
8. To be responsible for ensuring that multi-academy trusts and governing board policy schedules are regularly assessed for compliance with statutory policies
9. To be responsible for ensuring that the appointment of company members and trustees are in line with the articles of association, that trust approved appointment letters are issued and that statutory records, on-line and otherwise, are kept up to date
10. To be responsible for ensuring local governors and school governors are appointed in line with the local governance arrangements, that appropriate appointment letters are issued and that statutory records, on-line and otherwise, are kept up to date
11. To be responsible for ensuring that requests for written resolutions are compliant with local governance arrangements, are drafted in line with company law, appropriately communicated and that responses are received within the required deadlines.

12. To be responsible for ensuring that company statutory records and registers held at the Trust offices are kept up to date
13. To be responsible for the submission of statutory filing notices (other than the audited accounts) and the annual confirmation statement to Companies House
14. To be responsible for conducting an annual website compliance check for relevant clients and reporting the outcome
15. To be responsible for providing service held information to academy trust clients for the annual governance statement in audited accounts
16. To support the delivery of governing board skills audits and to compile analysis reports
17. To be responsible for ensuring that complaints/comments received are logged and, where appropriate, preparing responses within the required timescales.
18. To pro-actively support the service's governor recruitment and retention strategy.
19. To be responsible for accurately entering data on the service's database document management system and issuing all related correspondence.

The post holder may be required to work evenings, weekends and occasional public holidays, in order to meet the needs of all service users and stakeholders.

To carry out any other duties which are commensurate with this post as may be required.

Person Specification

SAFEGUARDING

We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key criteria

Criteria *E = Essential, D = Desirable*

Skills and Abilities

- Ability to communicate effectively, both verbally and in writing, with trustees, governors, clerks, chief executive officers and head teachers on matters relating to academy and school governance.
- Ability to exercise confidentiality and discretion on sensitive matters.
- Ability to organise and prioritise workload to ensure that company and service performance indicators and statutory deadlines are met.
- Ability to learn and provide advice on company law, education law, articles of association, funding agreements, the academies financial handbook, statutory regulations, statutory guidance, bespoke local arrangements, sector best practice relating to school governance issues.
- Ability to produce work of a high standard and to pay meticulous attention to detail.
- Ability to make efficient and effective use of information technology software.
- Ability to learn complex governance regulations, new systems and procedures.
- Ability to work unsupervised and to manage conflicting priorities.
- Ability to work as part of a team and support the service to achieve its strategic aims and performance indicators.
- Ability to maintain the high credibility of the service by being the first point of contact and occasionally representing the service at external events.

<p>Experience</p> <ul style="list-style-type: none"> • Experience of working as part of a team in a client focused service. • Experience of being responsible for a range of office routines • Experience of working in a service that supports statutory compliance 	
<p>Qualifications</p> <ul style="list-style-type: none"> • A good standard of English and numeracy. 	
<p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of schools and academy governance arrangements. • Knowledge of statutory compliance arrangements 	
<p>Personal Attributes and Other Requirements</p> <ul style="list-style-type: none"> • To be an advocate for trustees, governors and governing boards and to promote their needs sensitively with chief executive officers, headteachers and other officers. • To maintain the credibility of the service among school governors. • This post is subject to an enhanced DBS check. 	

Core Competencies

The framework has various levels within each competency to make it relevant for all grade of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
<p>Customer Care and Service Delivery</p> <p>Understanding the needs of the customer and prioritising to ensure customer satisfaction.</p>	2	<ul style="list-style-type: none"> • Develops internal relationships to improve service delivery • Introduces improvements to the way things are done to maximise customers' experience • Acts quickly to resolve problems and issues, giving priority to maintaining service to customers • Challenges poor services by others and helps them to improve
<p>Collaborative Working</p> <p>Working with and understanding the roles of internal staff / service and external agencies.</p>	1	<ul style="list-style-type: none"> • Offers to help when resources or deadlines are tight • Shares information with colleagues to achieve consistency • Works collaboratively with people from other teams / services to provide the best service for the customer • Works sensitively with others, taking their needs into consideration • Responds positively to requests for help and support

<p>Seeking Excellence</p> <p>Identifying potential for improvement in our own service area and NPW as an organisation.</p>	2	<ul style="list-style-type: none"> • Uses feedback from others to self-develop and improve work processes • Listens to concerns about change and tries to find solutions • Adapts quickly to changes and encourages positive thinking • Encourages a culture of continuous improvement, clearly explaining the benefits of change
<p>Communication and Relationships</p> <p>Ability to work effectively with other people via different methods, both inside and outside of NPW, building and promoting effective working relationships.</p>	1	<ul style="list-style-type: none"> • Is clear and concise, using language relevant to the customer / colleague • Presents information and ideas in an easy to understand format • Actively listens and asks questions when unsure • Raises difficult issues with colleagues to improve relationships or sort out misunderstandings • Checks to make sure that there is a shared understanding
<p>Achieving Results</p> <p>How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.</p>	1	<ul style="list-style-type: none"> • Keeps relevant people informed of progress and issues on key tasks • Follows procedures which are designed to meet agreed standards • Works effectively and makes decisions appropriate to their role • Regularly reviews progress and standards against objectives • Doesn't get distracted by people and activities around them

Specific Competencies

Competency	Level	Description
<p>Forward Planning</p> <p>Having a clear plan for achieving objectives and monitoring progress</p>	1	<ul style="list-style-type: none"> • Plans own workloads to meet agreed deadlines, objectives and priorities • Keeps track of tasks without being reminded • Checks own work for quality and accuracy against agreed standards • Alerts others if potential problems appear • Plans and prioritises workload appropriately • Makes effective use of time
<p>Business Awareness</p> <p>Understanding the direction and strategic plan for our service area and NPW as an organisation.</p>	1	<ul style="list-style-type: none"> • Shows understanding of the purpose of own job within the organisation • Is aware of the services provided throughout all departments within the organisation • Understanding the strategic themes and their importance to the business • Shows understanding of the knock-on effects of mistakes and poor communication