

Job Family:	Governance & Executive Support	
Role Title:	Governance Assistant, reporting to the Governance & Executive Support Manager	
Summary:	<p>This role provides high-quality governance, executive, and administrative support across the organisation. Its primary focus involves coordinating Board and Management Committee meetings, preparing and distributing papers, taking minutes, and tracking actions. The role acts as a key liaison for Directors, Trustees, Executives, and external partners, while also supporting Company Secretarial duties, including regulatory and annual reporting activities.</p> <p>In addition, the secondary focus is on proactive diary and inbox management for the Finance Director, supporting the preparation of reports and policies, and overseeing logistics for events, conferences, and key organisational activities. Overall, this role ensures smooth governance operations and efficient executive and administrative support across the Society.</p>	
Purpose:	<p>As a Governance Assistant, you're pivotal to the success and smooth running of the Board and Management Committee processes whilst maintaining efficiency within the executive functions. Excellent organisation skills are essential in this role as the team is the main point of contact for Board Directors, External Trustees and the Senior Leadership Team. You will demonstrate strong attention to detail whilst assisting the Governance &amp; Executive Support Manager with all Company Secretarial responsibilities.</p>	

What I Do (Objective/Task):	How I Work (Skills/Attributes):	What I Can Do (Experience/Spec):
<p><b>MEETING GOVERNANCE &amp; COMPANY SECRETARIAL SUPPORT</b></p> <ul style="list-style-type: none"> <li>Proactive ownership of maintaining up to date governance administration and coordinating the preparation and timely distribution of assigned Board and Management Committee documentation, from agendas to combined packs.</li> <li>Attend assigned Board &amp; Management Committee meetings to take accurate and professional minutes.</li> <li>Manage any post Meeting decisions and actions to ensure timely completion by stakeholders.</li> <li>Be the main point of contact for Board Directors, External Trustees and Senior Leadership Team who attend assigned Board and Management Committee meetings.</li> <li>Assist the Governance &amp; Executive Support Manager with all Company Secretarial responsibilities to ensure adherence to Building Society Rules, governance framework, and regulatory obligations, including year-end disclosures, Annual Report &amp; Accounts and AGM.</li> <li>Support with the preparations on the day of AGM.</li> </ul> <p><b>EXECUTIVE SUPPORT</b></p> <ul style="list-style-type: none"> <li>Provide proactive and forward-looking inbox and diary management, including active monitoring and handling of</li> </ul>	<ul style="list-style-type: none"> <li>Excellent interpersonal skills at all levels, e.g. Board, colleagues, suppliers.</li> <li>Maintain professionalism, confidentiality and discretion at all times.</li> <li>Excellent organisation skills, including ability to prioritise and to work to multiple tight deadlines.</li> <li>Ability to multi-task in a fast-paced environment and to remain calm and resilient under pressure.</li> <li>Ability to complete tasks on time and to a high standard, demonstrating a positive 'can do' attitude in challenging times.</li> <li>Ability to adapt to change and a willingness to work flexibly.</li> <li>Exceptional written and verbal skills, with strong attention to detail.</li> <li>Good team player and enthusiastic, but also able to work alone and to use own initiative.</li> <li>Ability to communicate effectively and to contribute positively at team meetings, including sharing ideas to improve processes and efficiencies.</li> <li>Ability to develop effective administration and support systems.</li> <li>Committed to demonstrating the Society purpose and core values throughout the role and ensuring that internal policies and procedures are complied with.</li> </ul>	<p><b>ESSENTIAL</b></p> <ul style="list-style-type: none"> <li>Proven experience of producing detailed minutes of Board and/or Management Meetings.</li> <li>Experience in a governance or company secretarial support role.</li> <li>Proven experience of working as an Executive Assistant at a Senior Level, including managing and prioritising busy diaries and inboxes, coordinating conference and travel arrangements.</li> <li>Appropriate level of data protection, security awareness and confidentiality awareness.</li> <li>A Levels or Level 3 equivalent.</li> <li>Proficiency in Microsoft Office.</li> </ul> <p><b>DESIRABLE</b></p> <ul style="list-style-type: none"> <li>Experience of working at Board Level.</li> <li>Experience of working within financial services or a mutual organisation.</li> <li>Understanding of the regulatory environment for Building Societies (FCA, PRA, UK Corporate Governance Code, Building Society Rules).</li> </ul>

<p>emails, and co-ordinating external and internal meetings, and any travel arrangements as required</p> <ul style="list-style-type: none"> <li>Notify Executive(s) and the respective team of any upcoming Board or Management Committee agenda items, and support them in preparing reports, presentations and updating policies.</li> <li>Act as a liaison between Executive(s) and Members, Board Directors, Regulators, Auditors and other key partners.</li> <li>Provide full administrative support, eg. expenses, holiday requests, audit actions etc.</li> <li>Work closely with the respective Executive's teams as directed.</li> </ul> <p><b>ADMIN SUPPORT</b></p> <ul style="list-style-type: none"> <li>Coordinate arrangements for conferences, strategy days, Society cascades, and other events, including travel and catering.</li> <li>Provide annual administrative support to the Board, the Senior Leadership Team and the wider Society to ensure a number of HR obligations are met.</li> <li>Assist with general Meeting Room booking administration.</li> </ul>		
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