Role Description
Chapter Member – GPS

Governance Officer

This role sits within the Governance, Planning & Strategy (GPS) Chapter and is supported by the Chapter Lead.

Salary range:	**Chapter Member Main Step B**
Hours:	**35 per week**
Location:	**Home-Based**
Disclosure Level:	**Basic**

About the GPS Chapter

The Governance, Planning & Strategy (GPS) Chapter plays an important role in helping the National Deaf Children's Society deliver its strategy and make a lasting difference for deaf children and their families.

We bring together specialist expertise in governance, strategic planning, risk, safeguarding, health and safety, equality diversity and inclusion, quality assurance and data governance. Together, we help connect our organisation ambitions with the decisions, priorities and activities that make them happen.

Our role is to help the charity make good decisions, manage risks effectively and maintain the right balance between accountability, assurance and the freedom to innovate. We work collaboratively across the organisation, providing expertise, constructive challenge and practical support to help colleagues achieve the best outcomes for deaf children and their families.

About the role

Good governance is about much more than policies, processes and Board meetings. It helps us make better decisions, use our resources responsibly and ensure we're delivering on our commitments to deaf children and their families.

As our Governance Officer, you'll play a central role in making this happen.

You'll work closely with our Board of Trustees, committee chairs, Chief Executive, senior leaders and colleagues across the charity to ensure our governance arrangements are effective, proportionate and support the way we work.

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You'll take ownership of the day-to-day delivery of our governance framework, from planning and supporting Board and committee meetings to advising on governance requirements, supporting trustee recruitment and development, and identifying opportunities to improve our approach.

We're looking for someone who brings strong governance experience, sound professional judgement and the confidence to provide advice and constructive challenge. You'll know when something needs careful consideration, but equally when a straightforward, practical solution is what's needed.

You'll be part of a collaborative Chapter where your expertise will be valued, with the autonomy to manage your responsibilities and the opportunity to contribute to wider organisational improvements.

What a day in the life of a Governance Officer might look like:

- You'll lead the planning and coordination of our Board and committee meetings, working with trustees and senior colleagues to develop agendas, prepare high-quality papers and ensure meetings support effective decision-making.
- You'll produce clear, accurate and insightful minutes, capturing key discussions, decisions and actions, and ensuring that agreed actions are followed through.
- You'll be a trusted source of governance advice, helping trustees and colleagues understand their responsibilities, our governing documents, delegated authorities and relevant charity governance requirements.
- You'll maintain and develop our governance framework, including committee terms of reference, governance policies, decision-making arrangements and statutory records, ensuring they remain effective and fit for purpose.
- You'll coordinate trustee recruitment, appointments and induction, helping us attract and support trustees with the right skills, experience and perspectives to lead the charity.
- You'll support trustee development, succession planning and Board effectiveness reviews, helping our trustees continually strengthen their collective contribution.
- You'll work with colleagues to ensure governance decisions, approvals and reporting meet our regulatory and constitutional requirements, including those of the Charity Commission and OSCR.
- You'll identify opportunities to make governance simpler, clearer and more effective, challenging unnecessary complexity while maintaining appropriate accountability and oversight.

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- You'll help connect governance with organisational planning, risk and assurance, ensuring trustees receive the information they need to understand performance, risks and progress against our strategy.
- You'll build positive relationships across the charity, sharing your expertise and helping colleagues understand how good governance supports, rather than slows down, effective delivery.
- You'll bring your governance expertise to wider organisational projects and initiatives, working collaboratively with colleagues to find practical solutions and make improvements.

Who are you?

- You're an experienced governance professional who understands the importance of effective governance in helping an organisation achieve its purpose.
- You're confident working with trustees and senior leaders, building trusted relationships while being comfortable offering advice, asking challenging questions and speaking up when something isn't quite right.
- You understand that good governance isn't about creating unnecessary processes. You're able to balance compliance and accountability with a pragmatic, proportionate approach.
- You're highly organised and proactive, able to anticipate what's needed, manage competing priorities and keep things moving without needing close supervision.
- You're comfortable taking ownership of your work, using your judgement to resolve issues, and recognising when something needs to be escalated.
- You're an excellent communicator who can make complex governance matters understandable, whether you're drafting a Board paper, advising a colleague, or discussing an issue with a trustee.
- You're naturally collaborative and enjoy working with people across different disciplines, recognising the value of different perspectives and expertise.
- You're curious and open to change, always looking for opportunities to improve how things work rather than simply doing them because they've always been done that way.
- You're comfortable working in an agile and evolving organisation, where flexibility, shared learning and continuous improvement are important.
- Most importantly, you're motivated by the opportunity to use your professional expertise to make a meaningful difference to the lives of deaf children and their families.

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What will be in your toolkit?

- Demonstrable experience of working in a governance, company secretarial or similar professional role, ideally within a charity or other regulated organisation.
- Strong practical experience of supporting Boards and committees, including forward planning, agenda development, preparation of papers, minute-taking, and tracking decisions.
- A sound understanding of charity governance, including the responsibilities of trustees, relevant regulatory requirements and recognised good practice.
- Experience of interpreting and applying governance frameworks, including governing documents, terms of reference, schemes of delegation and governance policies.
- The ability to provide credible, practical governance advice to trustees and senior leaders, exercising sound judgement and appropriate discretion.
- Excellent written skills, with experience of producing high-quality minutes, reports, policies, and other governance documentation.
- Experience of supporting trustee recruitment, induction, development, or Board effectiveness activities.
- Strong relationship-building and influencing skills, with the confidence to collaborate with people at all levels of an organisation.
- Excellent organisational and digital skills, including confidence using Microsoft 365 and systems to manage governance information and processes.
- An understanding of how governance, risk management and organisational assurance contribute to effective decision-making.

What will you bring?

- A can-do attitude and focus on achieving positive outcomes.
- Willingness to share thoughts, skills, knowledge, and experience.
- An open mindset, embracing new concepts and ideas.
- Natural collaboration skills, coupled with clear communication.
- Capability to adapt within a changeable environment.
- Strong digital skills (Microsoft 365, Jira, Miro).
- Ability to learn from mistakes and unafraid of failure.
- Enthusiasm for giving and receiving continual feedback.
- Passion for continuous improvement - reflecting on progress & performance.

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Person Specification

Governance Officer

Essential Criteria		How it is measured
A – Application *I – Interview* *T – Test or Presentation* *Q - Qualification*		
1.	Demonstrable practical experience in a governance, company secretarial or comparable role, including direct support to a Board and its committees.	A / I
2.	Sound knowledge of charity governance, trustee responsibilities, relevant legislation and regulatory guidance.	A / I
3.	Demonstrable experience of independently managing Board and committee governance processes, including preparing agendas, papers, minutes and action records.	A / T
4.	Experience of maintaining and applying governance frameworks, including governing documents, terms of reference, delegated authorities and policies.	A / I
5.	Excellent written communication skills, including the ability to produce accurate, concise and high-quality minutes and governance reports.	A / T
6.	Experience of building effective working relationships with trustees, senior leaders and other stakeholders, providing advice and constructive challenge.	A / I
7.	Strong organisational skills, with the ability to manage competing priorities, work autonomously and meet demanding deadlines.	A / I
8.	Sound professional judgement, with the ability to interpret governance requirements, identify issues and recommend proportionate solutions.	I
9.	A collaborative, proactive and improvement-focused approach, with the ability to adapt to organisational change.	I

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Person Specification

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Desirable Criteria		How it is measured
A – Application I – Interview T – Test or Presentation Q - Qualification		
1.	Experience of governance within a registered charity, including familiarity with Charity Commission and OSCR requirements.	A / I
2.	Experience of trustee recruitment, succession planning, induction or Board effectiveness reviews.	A / I
3.	A relevant professional governance qualification, such as from the Chartered Governance Institute, or working towards one.	A / Q
4.	Experience of reviewing and improving governance processes and frameworks.	A / I
5.	An understanding of organisational risk management, assurance and internal controls.	A / I
6.	Experience of working in an agile or collaborative organisational environment.	I
7.	BSL skills, deaf awareness or a willingness to develop these.	A / I

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