

## Job Description

### 1. JOB DETAILS

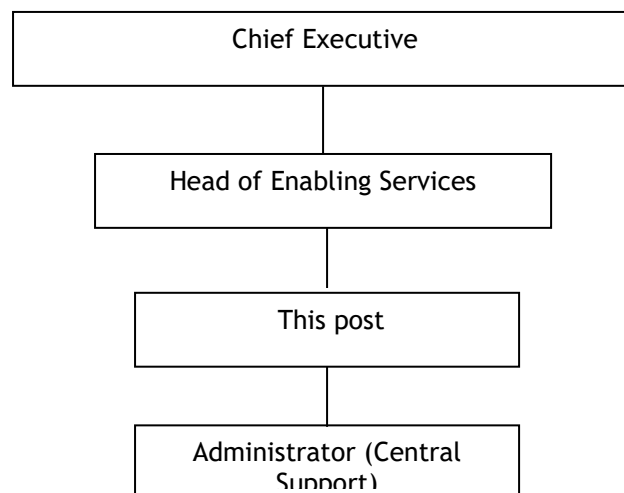
<b>Job Title</b>	Governance and Compliance Manager
<b>Department</b>	Central Support
<b>Grade</b>	6 (Subject to Job Evaluation)
<b>Responsible to:</b>	Head of Enabling Services.

### 2. AIM

To lead the development of effective governance of St Cuthbert's Hospice.

To ensure that contracts for external services are set up in a timely and lawful manner and that these contracts are carefully monitored and reviewed so that the Hospice can be satisfied it is getting best value.

### 3. ORGANISATIONAL CHART



### 4. KEY RESPONSIBILITIES

#### Communication and relationships

- Act as the first point of contact for all Board Members for all queries or requests.
- Provide effective support to the Hospice Board and its Committees, including preparation of papers, drafting of minutes, recording of actions and briefing of members.
- In conjunction with the Chair and Chief Executive, plan, arrange and produce

agendas for the Hospice Board and Sub-Committee meetings.

- Co-ordinate the minute taking of every meeting of the Board and its Sub-Committees as required ensuring decisions are recorded and follow-up any subsequent actions.
- Collect, collate and submit information for the regulatory returns for St Cuthbert's Hospice to the Charity Commission.
- Maintain the register of interests of Board Members and Senior Managers and the register of gifts and hospitality.
- Support the Chair in setting up and administering the Trustee appraisal process.
- Develop and maintain effective working relationships with external service providers relating to information technology and data visualisation and analysis and internally within the Hospice.

#### **Analytical and judgemental skills**

- Keep under review all governance arrangements, risks and issues which might affect St Cuthbert's and ensure the Board is fully briefed on these matters and have regard to them when taking decisions.

#### **Planning and organisational skills**

- Facilitate the strategic use of management information to improve the governance and management of Hospice services
- Maintain, develop and implement governance systems, procedures and events for the Board, its Sub-Committees and others as appropriate.
- To be responsible for the planning and co-ordination of Board meetings or governance events.
- Implement and continuously improve the governance policy standards and procedures across the organisation.
- Create and implement sustainable procedures for record-keeping and information retrieval to comply with agreed governance standards and current regulation.
- Ensure that arrangements are in place for the recruitment, selection, election, induction and ongoing development of Board members.
- In conjunction with the Governance Committee, establish arrangements for the evaluation of the Board and its Sub-Committees.
- Oversee the effective implementation of The Hospice's information governance, risk management and policy development frameworks

#### **Physical skills**

- Standard keyboard skills are required.

#### **Patient/Client Care**

- While there is no direct contact with patients/carers, there may be occasional incidental contacts by nature of being in a supportive role within the organisation.

#### **Policy and Service Development**

- Ensure that Sub-Committees are properly constituted with clear terms of reference.
- Assure the integrity of reports, identifying and highlighting deviations from agreed standards.

- Oversee the implementation of effective information governance through the development and auditing of appropriate policies and procedures
- Oversee and co-ordinate the policy development and review process
- Maintain and develop the implementation of governance quality standards
- Ensure that the development and review of governance policies occurs in accordance with agreed timescales and standards.
- Comply with all Hospice policies and procedures.

### **Financial and Physical Resources**

- Responsible for the Central Support budget.
- Promote the use of digital technology within the area of responsibility
- Support the efficient use of Hospice resources
- Implement environmental friendly practices within the area of responsibility.

### **Human Resources**

- Manage the Administrator (central support) and Central Support volunteers.
- Participate in the delivery of the induction programme and mandatory training for all staff and volunteers.
- Attend appropriate training when mandatory and when identified and agreed at annual performance review.

### **Information Resources**

#### **To act as the Hospice's Data Protection Officer**

- To lead the development of St Cuthbert's data protection policies and procedures and oversee compliance with them, including:
- Ensuring the take up of data protection training
- Conducting data protection Impact assessments
- To lead responses to Subject Access requests
- To be the first point of contact for all data protection queries.
- Preserve the confidentiality of any information regarding patients, staff, volunteers and the business of the Hospice.

### **Research and Development**

- Support any audits or surveys taking place in any operational area.

### **Freedom to Act**

- Work within the agreed annual budget and plan, with guidance from the Chief Executive

## **EFFORT & ENVIRONMENT**

### **Physical**

- Standard keyboard skills are required.

### **Mental**

- There is a frequent requirement for concentration (eg report writing and

checking of tenders). As there can be frequent interruptions, good concentration and the ability to prioritise is essential.

### **Emotional**

- There is an occasional requirement to interact with users of Hospice services, their families and carers.

### **Working Conditions**

- The post is substantially office-based.

## **GENERAL**

### **Data Protection and Confidentiality**

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

### **Health and Safety**

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

### **Safeguarding**

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

### **Infection Control**

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control

policies and procedure.

**Equal Opportunities**

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

**Note:** This post is deemed to require a DBS check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer.

**JOB DESCRIPTION AGREEMENT**

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

