



Governance and Operations Officer

Reporting to Head of Finance and working with Director of Operations, this role requires a thorough understanding of the responsibilities of a company secretary for a charity, alongside an understanding of charity governance, policies and procedures. Working closely with our trustees, senior management team and colleagues, your confident and proactive communication with senior colleagues and external stakeholders will help to get the job done. Your experience of working collaboratively as part of a team is essential, as well as your ability to work independently.

About us

The Church Urban Fund (CUF) is a Christian organisation with a vision for people and communities all over England to be able to flourish and enjoy life in all its fullness. We have been working in communities for more than 30 years, building partnerships with local people, faith-groups and organisations. Through our three entities, Church Urban Fund, Near Neighbours and the Just Finance Foundation, we work alongside other faiths and secular organisations to bring about positive change. We are committed to creating new ideas and inspiring local people to bring about long-term sustainable change.

The Church Urban Fund (CUF) is an inclusive organisation with a diverse workforce, we welcome all applications. We want our workforce to be truly representative of the communities we serve. Diversity is an asset to our organisation and helps us create an inclusive, welcoming environment for all.

Location: Flexible working arrangements will be considered. Our office is based in Vauxhall, London. A hybrid working model is in place for home and office working.

Contract: Permanent

Hours: 35 hours per week (Requirement to attend board meetings out of normal office hours will be required)

Salary: £30,000 - £35,000 depending on experience

Key Responsibilities

- **Company Secretary, Board Administration and Charity Governance**
 - Responsible for the administration and smooth operation of the charity's formal decision-making and reporting requirements, coordinating the board of trustee meetings (at present, one per entity, per quarter) and associated committees, ensuring an effective and accurate flow of information with all members, at all times.
 - Formulate meeting agendas with the Chair and Executive Director, coordinating management of content, compilation and distribution of board papers or presentations for the meeting, in an agreed format and a timely manner
 - Record all minutes of meetings accurately recording, filing certified copies once approved.
 - Coordinate communication of board decisions to relevant individuals, ensuring assigned actions and tasks are managed appropriately (in accordance with specified timetables), and reported back to the board/committee as required
 - Ensure board of trustee meetings and all committees are properly constituted and have clear terms of reference
 - Responsible for the maintenance of the trustee register, ensuring appointments are recorded appropriately with governing bodies, and exits and recruitment conducted in an appropriate and timely manner
 - Complete Trustee Obligations and Ability to Act form
 - Responsible for the maintenance and upkeep of the Conflicts of Interest register
 - Act as Company Secretary for CUF, NN and JFF entities

- **Compliance**

- Ensure compliance within the provisions of Companies Law and Charity Commission
- Working with Head of Finance, submit regulatory returns to Companies House and the Charity Commission
- Maintain the charity's statutory registers and ensure the activities of CUF and its subsidiaries are conducted in accordance with its objects as contained in its Memorandum of Association and Articles of Association

- **Policy and Procedures**

- Working with Director of Operations, complete annual review of policies and procedures including GDPR, HR, Safeguarding and Health and Safety ensuring they are up to date, observed and embedded by all staff and managers.
- Ensure legal compliance and ongoing appropriateness of policies and procedures by monitoring and implementing amendments based on changes to the law

- **Human Resources**

- Manage the recruitment, onboarding and exit processes of staff including the training, induction and exit procedures
- Manage the timetable and processes associated with staff appraisals, performance management and grievances/disciplinary communicating with managers and staff where appropriate
- Support Senior Management Team to deal with grievances and implement disciplinary procedures as needed
- Supporting the creation and implementation of a staff development programme including training and mentoring opportunities
- Responsible for the accurate recording and maintenance of HR records, ensuring managers are kept informed of changes and record requirements
- Working with Director of Operations, update staff handbook, adding relevant policies to shared drive and inform staff of changes where necessary
- Contributing to the ongoing assessment and improvement of our HR systems and processes. Develop and implement HR strategies and initiatives aligned with the overall business strategy.
- Interpret and advise on employment law in consultation with our external HR support organisation Ellis Whittam

- **Payroll management and administration**

- Manage the payroll including additions, changes and deletions with our third-party supplier (including filing pension fund correspondence)

- **Staff Wellbeing and Safety**

- Nurture a positive working environment
- Ensure Health and Safety at Work compliance and lead on an annual audit/implementation of associated recommendations
- Act as the key contact with our external health and wellbeing supplier, Health Assured; encouraging staff to engage with services available when needed.
- Carry out regular homeworking assessments and oversee the implementation of associated recommendations.
- Promote equality and diversity as key part of the culture of the organisation

- **Administration, IT and Record Management**

- Manage online and offline filing systems, including implementation of best practise guidelines with all staff.

- Work with Director of Operations to develop a business continuity plan for unforeseen events such as; loss of premises or IT failure
- Responsible for overseeing the review and renewal of annual insurance policies

Essential Skills, Experience and Characteristics

- A sound grasp and experience of charity governance, including the responsibilities of a company secretary
- Excellent verbal and written communication skills
- An ability to professionally represent Church Urban Fund with a wide range of stakeholders
- Excellent planning, project management, time management and organisational skills with ability to multi-task and organise others
- Demonstrable ability to prioritise work, to work well under pressure and adaptable to changing workloads
- Demonstrable ability to develop and maintain good working relationships at all levels
- Demonstrable experience of working with boards, sub committees and their associated members, applying a diplomatic approach and confidence in appropriate support to staff and board members
- High levels of accuracy and excellent attention to detail and deadlines, especially in minute taking and meeting arrangements
- A high level of financial literacy, analytical and problem-solving skills
- Experience of leading and overseeing HR administration
- An enjoyment in working independently
- Confident IT skills including competency in Microsoft Office packages

This job description is a statement of requirements at the time of writing and is not contractual. It should not be seen as precluding future changes after appointment to this role.