Job Title: Governance Manager & PA to SLT

Salary: On Application

Location: Infinity, Spa Road, Bolton

Reports to: CEO

Contract: Permanent

Hours: 35 hours a week (hybrid working, flexible working pattern)

**The Charity**

Bolton Lads & Girls Club (BLGC) is an innovative, dynamic and progressive children and young people’s charity based in Bolton. Established in 1889, our mission statement is “to enable children and young people, especially those from disadvantaged backgrounds, to live happier, healthier and positive lives by providing somewhere to go that's safe and modern, something to do that is inspiring and engaging, and someone to talk to when they need it the most”. Open 51 weeks of the year, we provide a vast array of opportunities to improve the lives of our 4,000 active members through universal and targeted services. We operate across three sites, employ around 100 people and have the support and commitment of 100 volunteers. Over the last few years we have seen the demand for our services increase significantly and we’ve set ourselves a target to help more young people than ever. We have recently re-opened our main centre in the heart of Bolton following a major £2.6m refurbishment programme. It’s an exciting time to join Bolton Lads and Girls Club!

**Our Vision and Mission**

**Vision**

Every young person in Bolton has the opportunity to be the best they can be.

**Mission**

We will provide great places to go, positive things to do, and people that care.

**Our Key Principles**

* Keep things simple.
* Always do the right thing.
* Offer excellent customer service.
* Provide an environment for people to be the best they can be.
* Be exceptional in the moments that matter.

**Our Values**

**Driven**  **Caring**

We don’t give up and we do whatever it takes. Genuine people who care make the difference.

**Empowering**  **Excellence**

We enable people to be the best they can be. We aim to deliver the highest standards of service and continuously improve through robust quality assurance and innovation.

**Fun**

If you enjoy what you do, you do it better! Work is

serious and we do it with a smile on our face.

**About the role**

You will play a key role supporting the Senior Leadership Team who are leading the charity through a period of change and embedding a strong governance culture across the organisation. You will play a pivotal role in developing governance arrangements for the Charity and a subsidiary CIC. You will also provide clerical and administrative support for the Senior Leadership Team.

The PA & Governance Manager will provide highly professional, efficient, and accurate administrative and company secretarial services to both the BLGC and Your Space in Bolton Boards, including the clerking of regular evening meetings maintaining statutory records and submission to Companies House of Confirmation Statements and other forms. The role involves regular engagement and collaboration with Board Members.

To provide effective and efficient high-level support to the Senior Leadership Team including the prioritisation of work, diary management, meetings management and communication, document production, quality assurance and governance. Ensuring all aspects of the administration, planning and coordination of work streams is managed effectively and efficiently.

Duties and Responsibilities

1. Governance

1.1 Lead the Governance Agenda in planning, arranging and monitoring a schedule of meetings to fall at strategic times during the year to enable in-depth consideration of agreed agenda items and efficient flow of information and decisions through governance structure for BLGC and Your Space in Bolton Boards, sub committees and Management Team meetings, working unsociable hours as required.

1.2 Provide efficient administration and secretarial assistance to the Chairs of the Boards and the CEO in respect of Board governance.

1.3 Coordinate and attend and keep accurate records of Boards, Board sub-committees, in accordance with the Articles. Collating and distributing agendas, minutes, meeting papers and other relevant documentation as required for each of these meetings.

1.4 Complete administrative requirements associated with all elements of Board governance, including the appointment and resignation of Board Directors, completion of statutory registers / filings and monitor terms of office.

1.5 Maintain and regularly monitor the Trust ‘Register of Business and Personal interests’.

1.6 Ensure BLGC and Your Space in Bolton’s Boards remain compliant with statutory governance requirements through the collation of information or amendments to their websites.

1.7 Support the CEO and members of Senior Management Team with the collation and preparation of statistics, management information and reports relating to governance and Board meetings.

1.8 Support the arranging, developing, and maintaining programmes of induction, recruitment and training for Board Members; monitor and record Board Member participation and engagement with training delivered by BLGC and Your Space in Bolton.

1.9 Liaise with the CEO to ensure Board Directors at BLGC and Your Space in Bolton are kept up to date with appropriate communications.

1.10 To be a point of contact for Board Members and Management Team Members in relation to enquires.

1. PA Support

2.1 Provide and ensure a high quality effective personal assistant/secretarial support role to the Senior Leadership Team.

2.2 Undertake some ordering, invoice processing and general administrative duties in support of the CEO and other members of the Senior Management Team.

2.3 Arrange and prepare appointments and meetings for and on behalf of the CEO, liaising between outside organisations and internal staff as necessary, attending as requested and exercising high levels of concentrated sensory attention when taking notes/minutes as required.

2.4 Act on own initiative and undertake tasks and duties, dealing independently with unanticipated problems and situations supporting the SLT working proactively and exercising high levels of discretion.

* 1. Receive and respond to correspondence on behalf of the SLT. Undertaking routine acknowledgments and replies within agreed guidelines producing draft correspondence for SLT’s approval/signature.
  2. Action and ensure the Company policies and procedures are followed relating to complaints received by the CEO.

2.8 Coordinate and attend management team meetings lead by the CEO undertaking any relevant minute takings or initiatives arising from the business of the Company and other relevant meetings and develop appropriate action plans.

2.9 Exercise judgement and update the SLT as necessary relating to general or specific issues within the Company.

2.11 Prepare and collate background information and oversee completion of reports to support the CEO, applying concentrated mental attention to ensure the highest levels of accuracy, obtaining Senior Leadership Team comment as necessary.

2.12 Act as a first point of contact for the CEO’s office, providing advice and guidance to a developed level, appropriately dealing with callers in person, by telephone and by e-mail, and ensuring high levels of customer relations.

2.13 Undertake any appropriate administrative or clerical work to support the SLT including data entry, filing, photocopying, diary management and mail distribution.

2.14 Liaise with other staff in the organisations on behalf of the SLT to ensure the effective dissemination of information.

1. General

3.1 To liaise with the appropriate Departments to ensure that refreshments are available as necessary for Board and Management Team meetings and that Board Members and Management Team Members are aware of the times / dates of out-of-hours meetings.

3.2 Proactively seek personal development opportunities and attend training agreed or recommended by your line manager.

3.3 At all times, conduct the post as an ambassador of the values and ethos of BLGC and Your Space in Bolton with a focus on ensuring the best possible support for the delivery of services.

3.4 Undertake all work with due regard to confidentiality, and to health and safety requirements.

3.5 Undertake all work with due regard to best practice and legal requirements relating to diversity and equality.

3.6 Undertake any other appropriate work as directed by the SLT or Chairs of the BLGC and Your Space in Bolton Boards.

**Person Specification:**

Applicants should be able to demonstrate that they can meet the following:

|  |  |  |
| --- | --- | --- |
| Selection Criteria  A=Application / I=Interview | Essential or Desirable | Method of Assessment A/I |
|  | | |
| Qualifications / Knowledge |  |  |
| Word Processing to RSA III standard or equivalent experience | E | A |
| BTEC Level 3 Business Administration or equivalent experience gained whilst working in a similar role. | E | A |
| Skills |  |  |
| Excellent communication skills, both verbally and in writing | E | A/I |
| Proven organisational skills | E | A/I |
| Ability to recognise the importance, confidentiality and sensitivity of issues and be able to act using the utmost discretion | E | A/I |
| Dynamic and personable with a positive "can-do" attitude | E | I |
| Ability to organise, prioritise and deliver work to challenging deadlines | E | A/I |
| Ability to record information in a concise, accurate and legible manner and produce letters, documents etc to a high standard | E | A |
| Respect for others and non-judgemental attitude | E | A/I |
| Good working knowledge of Microsoft Office Systems – Word, Excel, PowerPoint and Outlook and desktop publishing packages | E | A/I |
| Experience |  |  |
| Previous relevant experience of PA, secretarial / administrative work at Director level | E | A/I |
| Experience in governance and/or company secretariat including board and committee support | E | A/I |
| Extensive experience of organising board meetings, agendas and taking accurate and concise minutes | E | A/I |
| Complex diary and correspondence management at a senior level. | E | A/I |
| Previous experience of taking and transcribing minutes of meetings ( | E | A/I |
| Develop and maintain good working relationships and experience of building and managing relationships with senior managements and/or Board Directors. | E | A/I |
| Dealing directly with external customers/partner bodies. | E | A/I |
| Office management experience and working to meet tight deadlines. | E | A/I |
| Dealing tactfully with sensitive issues. | E | A/I |
| Experience of operating confidently at a senior level, within a highly confidential environment, exercising tact, diplomacy and complete discretion. Knowledge of working with local authority or other public sector organisations. Ideally, have experience of working in regulated and/or compliance environments. | E | A/I |
| Personal Qualities |  |  |
| Positive outlook and solutions focused | E | I |
| Must be confident to make suggestions and take the lead in developing governance arrangements across the charity and CIC | E | I |
| Self-motivated, dedicated and driven to achieve results | E | A/I |
| Emotionally resilient and able to work across teams | E | I |
| Care and passionate about children and young people | E | A/I |

In addition, we will need the following:

* Confirmation you are eligible to work in the UK (the successful candidate will be required to provide documentary evidence before a job offer is confirmed).
* Any reasonable adjustments we can make to assist you in your application for the selection process.
* In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS.

**Why join Team BLGC?**

BLGC is a great place to work, we work hard, but we have fun! We change and save the lives of thousands upon thousands of children, young people and families. In addition, we also offer the following:

* Flexible working opportunities
* Generous leave benefits
* Health Care Plan
* Contributory pension scheme
* On site gym
* Birthday leave
* Enhanced Compassionate Leave
* Enhanced Maternity Pay

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