

**JOB DESCRIPTION**

**JOB TITLE:** Governance and Executive Support Officer

**REPORTS TO:** Executive Team Manager

**LOCATION:**  Stratford, London with homeworking

**GRADE:** 6

**SALARY:** £39,741

# HOURS: 35

# Context and Purpose of the Job

The Refugee Council is one of the leading organisations in the UK working with asylum seekers and refugees. The Refugee Council is currently made up of circa 290 staff and a larger number of volunteers. The Refugee Council works in a challenging political and financial environment and must be responsive to changes in legislation and support from our funders as well as the emerging needs of our clients. We must therefore structure our services creatively and manage periodic growth and shrinkage, particularly in operational and project-based teams.

The post of Governance and Executive Support Officer plays a pivotal role in ensuring effective governance and executive support within the Refugee Council. This includes supporting the work of the board of trustees and their engagement, facilitating strategy implementation, event and meeting coordination, managing communications, and delivering exceptional administrative and logistical support for the organization’s CEO and executive team, governance and strategic priorities. This vital position is located at the heart of the organisation and requires both an eye for detail and the ability to grasp the big picture.

The post holder will possess first class communication, administrative and interpersonal skills, together with the confidence and discretion to act as a primary point of contact for the CEO and Executive team with a diverse range of external and internal audiences. Extremely well organised, and skilled at managing a varied and busy workload; the post holder will be experienced in managing a variety of discrete projects and tasks and comfortable with the need for working autonomously. The ability to work confidentiality and collaborate openly and creatively with team members is essential.

# Main Duties and Responsibilities

**Governance Administration and recruitment**

* Manage governance administration, ensuring compliance with legal requirements
* Oversee the trustee SharePoint site, ensuring it is up-to-date and accessible.
* Act as the main point of contact for trustee-related queries and challenges.
* Coordinate recruitment for trustees and executive level staff, including managing advertisement, alignment with inclusive recruitment processes, managing interview logistics, supporting the panel with materials and supporting induction processes
* Arrange logistics for all board and sub-committee meetings, including venue booking, travel, accommodation, and catering.
* Support Executive Team Manager in preparing agendas, proofing and formatting board papers, taking minutes, and tracking actions/decisions.

**Strategic Projects and Communications**

* Provide administrative support for strategic projects, including arranging venues, logistics, catering and ensuring accessibility of materials.
* Support delivery of communications plan to engage staff, volunteers, and clients in strategic projects, including drafting content.
* Collaborate with the internal communications team to align project messaging and engagement initiatives, including drafting multi-month communication plans for project delivery.
* Where relevant, produce comprehensive notes and key recommendations; draft, revise and finalize reports

**Complaints Management**

* Manage the organisational complaints inbox, ensuring timely responses in line with policy.
* Maintain a complaint tracker and contribute to quarterly reports.

**Event and Meeting Coordination**

* Deliver two All Managers’ Meetings annually, collaborating with internal communications, People & Culture, and EDIB steering groups.
* Support CEO diary management and forward planning.
* Collaborate with executive support team to ensure alignment across directorate calendars for key events and meetings.
* Coordinate and administer Corporate Safeguarding Board, meetings for the executive team and meetings of Extended Leadership Team, associated forward planning and service visits as required

**Administrative Optimization**

* Model and promote the effective use of technology to optimise administrative processes, supporting directors with financial administration until systems are in place.
* Ensure seamless information flow across stakeholders, enabling accessible and efficient digital communication.

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**Essential Skills and experience**

1. Proven experience in a governance, executive support or business officer role (or similar)
2. Strong organizational skills and understanding of project management approach, with the ability to handle competing priorities.
3. Excellent written and verbal communication skills, including minute taking, with great attention to detail.
4. Proficiency in using digital tools for collaboration (e.g., SharePoint, Teams)
5. Demonstrable ability to work inclusively and ensure accessibility in all interactions
6. Knowledge of governance frameworks and legal requirements for charities
7. Experience of organising and coordinating internal and external meetings and events
8. Experience of working in a highly pressurised environment with a busy, varied workload
9. A demonstrable understanding of the challenges faced by people seeking refugee protection

**Personal Attributes**

* Highly collaborative, with strong interpersonal skills
* Ambitious, driven and self-motivated
* Proactive and solution-focused, with a commitment to continuous improvement
* Passionate about the Refugee Council’s mission and values
* A commitment to Refugee Council’s approach to equality, diversity, inclusion, and belonging