



Job title	Governance Support Officer
Band	3
Team	Corporate Affairs
Responsible to	Assistant Company Secretary
Responsible for	N/A

About us

QAA is the UK's independent quality body for tertiary education, and our purpose is to ensure that students and learners experience the highest possible quality of education.

We have changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. We are the UK's authority on quality and standards, acting as custodian on behalf of the sector of reference points including the UK Quality Code for Higher Education, Subject Benchmark Statements, and the Frameworks for Higher Education Qualifications. Throughout the UK we are the trusted partner of governments and funding bodies. In Scotland, Wales, and Northern Ireland, we work in collaboration with the sector to meet the needs of each nation. In England, our highly successful membership programme provides a rich source of resources to strategic leads, quality specialists and students and learners alike. Globally we are recognised as one of the world's leading quality bodies and support the UK sector as it welcomes international students and extends its reach through transnational education.

We are a remote first organisation and encourage day-to-day flexibility. It's important to us that our working environment enables us to deliver our services in a way and location that provides the best outcomes for our stakeholders and customers and meets their expectations. Alongside this we want individuals and teams to feel empowered to work where, when, and how they want, providing that business needs are met.

The Governance Support Officer role within our Corporate Affairs team contributes directly to the delivery of the Agency's purpose.

The role

Responsible for providing high-quality administrative support to the Assistant Company Secretary, the Director of Corporate Affairs, the Executive team, and the QAA Board and its sub-committees (including NMC), ensuring that business needs are met.

Key responsibilities

- Support the Assistant Company Secretary and the Director of Corporate Affairs in providing secretariat and corporate governance functions for the Executive team and Board members.
- Maintain the Governance team inbox, responding where required or ensuring timely forwarding and reporting of items to the appropriate member of the team. Help to maintain the Governance team's electronic files on SharePoint and elsewhere.
- Draft clear and accurate minutes of senior meetings, as assigned by the Assistant Company Secretary or Director of Corporate Affairs.
- Help prepare for meetings, including conducting background research or analysis, preparing briefings, and booking venues and travel alongside colleagues in the Executive office.
- Support the Assistant Company Secretary and Director of Corporate Affairs with Board member recruitment, including preparation of induction materials and maintenance of Board member files and training records;
- Support the Assistant Company Secretary and Director of Corporate Affairs with information requests, complaints and appeals (also known as representations).
- Maintain the Agency's annual corporate calendar and ensure that statutory registers and others are up to date.
- Provide cover as needed for the Assistant Company Secretary and other team members, and ad-hoc cover and support for the Executive Assistant to the Chair and CEO.
- Carry out additional tasks as requested.
- Foster and maintain productive working relationships with colleagues both within own team and across QAA, emphasising collaboration and the sharing of knowledge. Actively share information and ideas to enhance practice and ensure others are kept informed of progress and developments.

Key contacts

- Colleagues at all levels, both internal and external to QAA, in particular the Chief Executive, Executive Director of Operations and Governance and wider Corporate Affairs team.
- Board and Committee members.

Our job descriptions provide information about roles and their responsibilities at the date when they were created. They are intended to provide a general overview, and it is important to note that responsibilities and tasks may vary from time to time without changing the general character of the role or the level of responsibility entailed. Such variations are a common occurrence.

Person specification

Attributes	Criteria	* How measured
Experience	- Providing administrative and executive support in a professional environment. - Working with senior managers and liaising with customers or external stakeholders - Experience of handling sensitive and confidential information with care. Desirable - Experience of working in governance or education - Committee servicing - Understanding of the higher education sector	A, I A, I I A, I A, I I
Qualifications and training	Degree level	A
Knowledge, skills, and abilities	- Sensitivity and understanding of working in a customer and service-focused environment. - Ability to work effectively, as part of a diverse and dispersed team. - Ability to manage own work in a structured and well-planned way. - Excellent verbal and written communication skills - Secretarial and committee servicing skills including an absolute attention to detail. - Good interpersonal skills with the ability to develop and maintain strong and effective working relationships with employees at all levels. - Excellent IT skills including proficiency with Microsoft office packages. - Excellent organisational and prioritisation skills and an ability to adjust to accommodate changing priorities and deadlines for themselves and others. - Ability to collate and present information in a clear and methodical manner. - A self- starter able to manage own workload. - Discreet, sensitive with an understanding of working in a customer and service-focused environment.	I A, I A, I A, I, T A, I, T A, I A, I A, I A, I A A, I
Behaviours	- A willingness to work flexibly with a 'can-do' approach. - Contribute to a positive and inclusive remote work culture. - Open minded and adaptable to new ways of working. - Show initiative to meet the needs of QAA. - Demonstrate the highest standards of workplace ethics, honesty and integrity that inspires trust and confidence. - Ensure the image of QAA is represented in a positive, supportive, and professional manner.	

	• Highly motivated and able to work in an agile environment. • Proactive and self-motivated. • Interested in professional development and continuous improvement. • Ability to demonstrate, understand and apply our ways of working.	
Location	Flexible (providing it is within the UK) with some travel within the UK and, potentially, international travel.	

***A: Application; I: Interview; T: Interview Task**

Date: September 2024