St Edmund's College
University of Cambridge

Job Title	Governance & Membership Officer
Department	Bursarial
Location	St Edmund's College (owned or occupied buildings)
Reporting to	Governance, Risk & Compliance Manager
Length of Appointment	2 Year Fixed Term Contract
Nature of Post	Full Time, 36.5 hours per week
Salary Range	£37,000 per annum - £37,500 per annum

Main Purpose

The post holder will provide structured support across Governance, Risk & Compliance and Membership processes, contribute to strategic initiatives and complex projects, lead and support on systems implementation and ensure continuity of service during peak periods and/or staff absence.

The post holder will play a pivotal role in advancing communication and strengthening engagement with the Fellowship.

Key Duties & Responsibilities

Membership and Governance Administration

- Manage membership applications, nominations, and renewals in line with College procedures and timelines.
- Develop and maintain SOPs.
- In conjunction with the Membership Assistant, respond to membership-related queries and issues in a timely and professional manner, including acting as the escalation point for Fellows and Senior Members.
- Support the resolution of last-minute requests and changes (e.g. updates to nominations, governance meeting preparation, senior member queries).
- Lead on agenda-setting and minute-taking for meetings as required.
- Support the administration and delivery of key governance processes and statutory duties (e.g calendar planning, trusteeship and annual cycle management)
- Provide line management support to the Governance, Risk and Compliance Assistant and Membership Assistant.
- Support the development of tools and frameworks to support Governance & Memberships processes and objectives.
- Support the development and documentation of appointment processes for College Officers (COs), Senior College Officers (SCOs), and Committee memberships.
- Support as required the planning, organisation and promotion of College events.

Executive and Operational Support

- Provide diary management and administrative support, including meeting coordination, preparation of agendas and briefing information, and tracking actions.
- Support the planning and ongoing maintenance of the College Calendar, ensuring accuracy and co-ordination across departments.
- Create and maintain accurate records using College databases and manage electronic and paper filing systems in accordance with data retention policies.
- Assist with responses to Subject Access Requests and Freedom of Information Requests.
- Support internal investigations where appropriate, handling information sensitively and in line with College protocols.
- Contribute to small projects and policy reviews.
- Assist in drafting or contributing to proposals, briefing papers, or presentations as required.

Other

- Administer the College's new Fellowship Application Software (FAS), including but not limited to managing listings, overseeing application progress, assigning reviewer tasks, and generating evaluation packs.
- Contribute to the development of a communication plan to improve clarity of roles, expectations, and engagement opportunities for Fellows and Senior Members.
- Act as a SME on internal CRM systems and bespoke platforms for reporting, workflow and communication purposes.
- Deputise for the Governance, Risk and Compliance Manager and Head of College Services, as appropriate.
- Work with colleagues to share best practice and ensure policies are adhered to
- Ensure the upkeep of the College, report any problems as necessary and help to keep the College litter free.
- Suggest and implement new ways of working and ideas, be an advocate for Continuous Improvement.
- Adhere to Health and Safety policies and procedures
- Complete ad hoc tasks as required

Person Specification

Experience

- Experience in Governance, Risk & Compliance or Membership administration
- Senior administrative experience
- Experience managing confidential or sensitive data
- Line management experience
- Experience taking minutes
- Experience or knowledge of Higher Education/Collegiate environments and/or Charity Law/administration (desirable)
- Experience with systems implementation (desirable)

Skills

- Strong organisational and project management skills
- Excellent verbal and written communication skills, including presentation skills

- Proficient in Microsoft Office suite and CRM systems
- Adaptability and Resilience
- Maintain a flexible and responsive approach to workload in a reactive environment.
- Develop knowledge and understanding of Membership and Governance processes, sufficient to cover duties during staff absence
- Ability to manage conflicting priorities and manage own and other's workloads
- Excellent interpersonal skills

Qualifications

- GCSE's in Maths and English, or equivalent experience / qualification