



# St Edmund's College

University of Cambridge

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

## Main Purpose

A new, flexible role providing senior administrative capacity across Governance, Risk & Compliance and Membership. The role also supports continuous improvement, including streamlining governance processes, strengthening Fellowship engagement, and helping the College meet statutory, regulatory and internal policy requirements. The postholder will ensure continuity of service during unexpected absences and peak periods, support complex and sensitive work at pace, and deputise as required.

## Key Duties & Responsibilities

### Business continuity / deputising:

- Provide short notice cover across governance, membership and compliance functions; deputise for relevant colleagues (including the Governance, Risk & Compliance Manager and Head of College Services as appropriate)
- Maintain oversight of key calendars, statutory deadlines and processes
- Apply sound judgement, discretion and prioritisation in reactive situations.

### Membership administration and stakeholder support:

- Support membership applications, nominations and renewals
- Respond to queries and act as an escalation point for Fellows and Senior Members
- Support relevant College events as required

### Committee and governance administration:

- Support committee business (e.g. agenda planning, meeting preparation, minute-taking and action tracking, including last-minute changes)
- Support trusteeship administration, annual cycle management and calendar planning
- Maintain core governance records (e.g. terms of reference, membership lists, delegated authorities, governance schedules)

### Process improvement and documentation:

- Develop and maintain SOPs and supporting documentation (e.g. process maps, templates, checklists and guidance)
- Support (and where appropriate lead) governance improvement work (e.g. workflow redesign, minuting reviews, decision/action logs, templates and reporting)

**Appointments and people support:**

- Support appointment processes for College Officers, Senior College Officers and committee memberships
- Provide structured line management and coaching to the Governance, Risk & Compliance Assistant and Membership Assistant, ensuring balanced work allocation, clear priorities and opportunities for development

**Executive support and records management:**

- Provide meeting coordination/diary support, agendas/briefings and action tracking
- Maintain accurate records and filing in line with retention and information governance standards

**Compliance support, reporting and casework:**

- Support SAR/FOI processes (information gathering, audit trails, deadlines; redactions under supervision)
- Maintain risk/compliance registers and logs (e.g. policy review schedules, committee trackers, incident/issue logs)
- Prepare reports/updates
- Coordinate policy governance, training and evidence collation for audits/reviews
- Support investigations/casework and policy reviews/projects
- Apply GDPR principles in day-to-day work and support DPIAs where appropriate

**Systems and communications:**

- Administer Fellowship Application Software (FAS)
- Act as a subject matter contact for relevant CRM/bespoke systems (reporting/workflow/communications)
- Support improved communications and engagement with Fellows and Senior Members (including a communications plan).

**Person Specification****Experience**

## Essential:

- Senior administrative experience in a complex organisation, managing competing priorities and multiple stakeholders.
- Experience supporting governance and/or membership administration, including committees and minute-taking.
- Experience handling confidential/sensitive information.
- Demonstratable experience of effective line management

## Desirable:

- Higher education/collegiate and/or charity governance/administration experience.
- Systems implementation and/or administration of workflow/CRM platforms.
- Experience supporting internal investigations, complaints or fact-finding processes.
- Experience applying GDPR/data protection in an operational context.
- Evidence of streamlining, documenting or improving governance/administrative processes.

## **Skills and attributes**

- Strong organisational and project management skills; excellent attention to detail and record-keeping.
- Excellent written and verbal communication (including preparing/presenting briefings/templates/reports).
- Strong IT skills (Microsoft Office; ability to learn and support CRM/bespoke platforms).
- Resilient and adaptable; calm under pressure; able to absorb complex information quickly and take ownership with minimal supervision.
- Sound judgement and discretion; strong interpersonal skills with senior stakeholders.
- Strong people management and people development skills

## **Qualifications**

Essential:

- GCSEs in Maths and English (or equivalent).

Desirable:

- Degree-level education (or equivalent professional experience).
- Relevant professional development in governance, compliance, investigations, project management or data protection.