



JOB DESCRIPTION	
Job Title:	Governance and Executive Administrator
Hours of Work:	37.5 hours per week (Monday to Friday) with some flexibility for hybrid working for example to type up meeting notes.
Base:	Barnsley Hospice
Department:	Governance and Quality
Accountable To:	Head of Governance and Risk
Responsible For:	Supporting the effective delivery, coordination and continuous improvement of the hospice's governance, quality and assurance processes.
Job Purpose:	The Governance & Executive Administrator will provide a high-quality, proactive and comprehensive governance and executive support service to the organisation. The post holder will play a key role in coordinating governance processes, managing governance systems, supporting audit and assurance activity, and overseeing patient feedback and safety alert processes.
Organisational Summary	<p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our retail hub.</p> <p>We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.</p>
Main Duties & Responsibilities:	
Governance and Committee Management	
<ol style="list-style-type: none"> 1. The post holder will coordinate and manage the administrative and governance processes for the Board of Trustees and all governance committees and groups. 2. The post holder will develop and maintain annual governance calendars, forward plans and meeting schedules to ensure the effective delivery of governance activity. 3. They will prepare and quality assure agendas in collaboration with Chairs and senior leads, collate and distribute high-quality meeting papers, and ensure all documentation is accurate and professionally presented. 4. The post holder will attend meetings and produce clear, accurate and concise minutes, ensuring key discussions, decisions and actions are appropriately captured. 5. They will maintain action logs, proactively monitor progress and follow up outstanding actions, escalating risks or delays where appropriate. 	

6. The post holder will support the development and review of Terms of Reference, annual work plans and committee annual reports to ensure consistency and compliance with governance standards.

Audit and Assurance

1. The post holder will support the coordination, monitoring and reporting of clinical and non-clinical audit programmes across the organisation.
2. They will develop and maintain audit schedules and tracking systems, ensuring audits are completed in line with agreed timelines and outputs are reported through governance structures.
3. The post holder will support the coordination and reporting of quality walkarounds and ensure that key themes, risks and learning are appropriately escalated to relevant committees.
4. They will contribute to assurance processes by identifying gaps, tracking actions and supporting escalation through highlight and exception reporting where required.
5. They will support the development of quality and patient safety dashboards by collating and presenting data to inform decision-making and continuous improvement.

Patient Experience and Feedback

1. The post holder will coordinate the administration of patient experience feedback processes, including complaints, concerns and compliments.
2. They will monitor feedback inboxes, provide timely acknowledgements and coordinate investigations with relevant service leads.
3. The post holder will support the drafting of formal responses and ensure that all feedback is recorded and tracked in line with organisational processes and timescales.
4. They will collate feedback data trends and themes, and produce reports for governance groups to support organisational learning and service improvement.
5. The post holder will support the development of patient surveys and digital feedback tools.

Safety Alerts

1. The post holder will support the coordination of safety alerts across the organisation.
2. They will receive, log and distribute safety alerts to relevant teams, ensuring that required actions are clearly communicated.
3. The post holder will monitor progress against actions, maintain accurate records of compliance, and ensure evidence is available for assurance and audit purposes.
4. They will contribute to the production of safety alert reports for governance groups and support compliance with national safety alert requirements.

Governance Systems and Reporting

1. The post holder will maintain and support the development of governance systems, including systems used for policy management, audit tracking, safety alerts and patient feedback (e.g. Vantage).
2. They will ensure that policies and procedures are reviewed timely, version controlled, and accessible, and that compliance is monitored and reported.
3. The post holder will support the production of regular and ad hoc reports, dashboards and data summaries relating to governance, quality, patient safety and compliance.
4. They will present data in a clear and meaningful way to support decision-making at Board and Committee level.

5. The post holder will support continuous improvement and optimisation of governance systems and processes, including the use of Microsoft Office tools such as Excel and Forms.

Executive Support

1. The post holder will provide high-level, proactive and confidential executive support to the Chief Executive, Board of Trustees and Senior Leadership Team.
2. They will manage complex diaries, coordinate meetings and ensure effective planning of senior leadership activity.
3. The post holder will support the preparation of reports, presentations and correspondence to a high professional standard.
4. They will act as a key liaison point for internal and external stakeholders, ensuring effective communication and coordination.

Other Responsibilities

1. The post holder will monitor shared inboxes and ensure timely responses to enquiries.
2. They will support information governance processes, including audits, records management and Subject Access Requests, ensuring compliance with data protection legislation.
3. They will support wider governance, quality and organisational priorities as required and undertake any other duties commensurate with the role.

Other Responsibilities

1. To undertake any other duties, commensurate with the role as required by the Hospice.
2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
3. The post holder will be expected to maintain strict confidentiality at all times.
4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.
5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
6. The post holder is to ensure data protection is maintained at all times.
7. The post holder will be flexible in terms of working hours in order to meet service needs.
8. The post holder will support the Hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.
9. Full compliance with required aspects of the induction programme prior to undertaking any duties aligned with the post.

This job description is not an exhaustive list but it shows many of the aspects to this role.

PERSON SPECIFICATION	
Knowledge and educational achievements:	
<ol style="list-style-type: none"> 1. Educated to A Level / NVQ Level 3 or equivalent experience 2. GCSE (or equivalent) in English and Maths 3. Evidence of continuing professional development 	Assessment method – application form
Experience and work achievements:	
<ul style="list-style-type: none"> • Experience of working in an administrative, governance or business support role • Experience of supporting senior leaders and formal committee structures • Experience of producing high-quality minutes and formal documentation • Experience of formatting professional documents, reports and presentations • Experience of managing multiple priorities and deadlines <p>Desirable:</p> <ul style="list-style-type: none"> • Experience within a healthcare, hospice or public sector environment • Experience of using governance systems such as Vantage 	Assessment method – application form and interview
Skills and abilities:	
<ol style="list-style-type: none"> 1. High standard of written communication skills with keen attention to spelling, grammar and use of plain English 2. Excellent verbal communication and active listening skills 3. Able to work at pace and maintain attention to the detail 4. Strong organisational and forward planning skills 5. Flexible and adaptable to respond to the changing needs of the service 6. Skilled at building relationships with internal and external stakeholders 7. Ability to take the initiative in problem solving 8. Ability to analyse and interpret data and create useful/relevant reports 	Assessment method – application form and interview

Personal attributes:	
<ol style="list-style-type: none"> 1. Professional, friendly and approachable 2. Compassionate and authentic 3. Honest and trustworthy 4. Well-organised with a structured approach to work 5. Proactive approach with the ability to take the initiative 6. Reliable and able to follow instructions 7. Great team player and independent worker. 	<p>Assessment method – application form and interview</p>
Our Values and Behaviours:	
<p>Ambition: <i>We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</i></p> <ul style="list-style-type: none"> • We set high standards for ourselves and the services we provide. • We seek every opportunity to learn: from our successes and our mistakes. • We take a flexible and creative approach when seeking opportunities and solutions. <p>Collaboration: <i>We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</i></p> <ul style="list-style-type: none"> • We value diversity in its broadest sense and take meaningful action to create an inclusive environment. • We seek out and nurture partnerships so we can achieve more together. • We are welcoming and friendly. <p>Compassion: <i>We are caring and treat everyone with kindness and respect.</i></p> <ul style="list-style-type: none"> • We show empathy and consideration towards others. • We are genuinely caring and respectful in our interactions with others. • We are generous with our time and attention, and value the people around us. <p>Integrity: <i>We are honest, communicate clearly and openly, and take responsibility.</i></p> <ul style="list-style-type: none"> • We are open and honest with ourselves and others. • We are trustworthy and reliable and deliver on our promises. 	<p>Assessment method – application form and interview</p>

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| <ul style="list-style-type: none">• We are professional and take our responsibilities seriously. | |
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