



Governance & Risk Manager

Job description

Grade	E
Type of contract	Fixed Term; Maternity Leave (1 year)
Directorate	Infrastructure
Team	Quality & Governance
Reports to	Head of Quality & Governance
Responsible for	Team Volunteers (when in post)
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office,
Hours	35hrs p/w

About the role

You will work at the heart of Mind within the Quality and Governance team, providing expertise to enable the organisation to understand and manage the risk it faces, in order to deliver its strategy in line with legal and regulatory compliance frameworks, while meeting Mind's quality & governance standards. Your role will ensure that the Board of Trustees are supported and equipped to make informed, strategic decisions and that the organisation operates an effective approach to corporate risk management.

You will have the opportunity to work across all teams at National Mind, critically engaging with information about how different teams are contributing to our annual business plan and our strategy. You will also work closely with Mind's Chair and Trustees, leading on governance and agenda-setting, board development and trustee recruitment and induction, helping to ensure our governance is sustainable, effective and efficient. You will lead Mind's approach to corporate risk management, implementing effective systems and processes to support this.



Key Responsibilities

1. Work with the Head of Quality and Governance to ensure the smooth running of Mind's governance framework, driving continuous development and improvement, ensuring it continues to meet the needs of the organisation in a fast changing external environment.
2. To develop and manage the processes of recruitment and election of trustees, ensuring a high rate of retention and successful succession planning, paying particular attention to Mind's mission, values and constitutional requirements.
3. To act as first point of contact and provide advice and support to the board of trustees to fulfil their roles, including overseeing the servicing of trustee meetings and establishing appropriate induction, training and development opportunities.
4. To lead governance and company secretarial functions, ensuring that work is conducted in accordance with agreed processes and legal timescales.
5. To monitor, develop and review policies and resources which support good governance, ensuring appropriate compliance with relevant legislation and ensuring associated risks are successfully managed. Advising on best practice, keeping abreast of voluntary sector development, legislative and other developments and liaising with trustees to provide regular updates and briefings, fulfilling reasonable requests for information.
6. To provide training and support on governance for the administration of sub committees, including preparing training and guidance materials to ensure compliance with governance framework.
7. To lead on the development and management of the organisation's approach to risk management, monitoring and reporting on organisational risks with the support of the Head of Quality and Governance.
8. To lead on the development of a robust approach to risk management which is proactive and preventative, to allow effective identification and management of risk
9. To lead on the mapping and support the management of the mitigation of anticipated or emerging risk and analyse trends



10. To effectively communicate and champion risk management across the organisation, to support colleagues to embed the agreed approach in their ways of working.
11. To support the organisation's Operation's Management Team, working in partnership with the Strategy and Planning Manager to ensure decision making is effectively delegated from the Board of Trustees throughout the organisation's governance structure.
12. Work with the Head of Quality and Governance to analyse and interpret complex performance data together with the identification of risks, benefits or opportunities for delivery and new ways of working. Ensuring Mind's reporting systems are reflective of actual circumstances.
13. Recruit and supervise the team's volunteers with the support of the Head of Quality and Governance, including working with team members to develop volunteers' work plans.
14. Undertake any and all other reasonable and related tasks associated with this role, including supporting the Head of Quality and Governance in other ad hoc tasks.

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

You will be expected to:

- Maintain an appropriate level of confidentiality at all times.
- Keep abreast of internal and external developments and respond accordingly.



- Attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- Adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Have flexibility in undertaking the role and undertake other duties that may be necessary, from time to time.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Contribute to making Mind a greener workplace.



Person specification

Essential criteria

1. Experience of facilitating good governance within a values driven environment including experience of working with senior management teams and trustees. Demonstrable understanding and awareness of governance models, current best practice and up to date legal requirements of corporate governance.
2. Experience of working with Corporate Risk frameworks and managing risk by supporting others across all levels of the organisation. Understanding of organisational risk management systems.
3. Experience of project management with the ability to manage projects with clearly defined milestones, outputs and outcomes, and to effectively manage stakeholders and risks and meet agreed targets and timescales.
4. Excellent and wide-ranging administrative, planning and organisational skills, with the ability to manage and take responsibility for own workload within agreed priorities and deadlines, as well as being able to work as part of a team and contribute to team work plans.
5. Excellent communication and interpersonal skills including the ability to work with people from different backgrounds and discuss the big picture and the ability to work as part of a team and to build effective working relationships with colleagues in other directorates
6. Excellent written communication skills with the ability to assimilate and summarise information and place it within the wider context. Excellent IT skills, including word processing, producing presentations and the setting up of storage of information through spreadsheets and databases.
7. The ability to deal sensitively with people and maintain relationships with people with differing perspectives and agendas.

Desirable criteria

1. Direct experience of governance within a federated charity.



2. Experience of working in mental health and/or a related social care or health sector.
3. Direct or indirect experience of mental health problems.
4. An understanding of Mind and its networks, or similar structures within the voluntary sector.
5. Experience of working in a fast-paced and changing work environment.