

# Job description

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|-------------------------|----------------------------------------------------------|
| <b>Job title:</b>       | <b>Governance Officer</b>                                |
| <b>Grade:</b>           | 2b                                                       |
| <b>Department:</b>      | Executive Office, within External Affairs and Engagement |
| <b>Responsible for:</b> | n/a                                                      |
| <b>Accountable to:</b>  | Governance and Risk Manager                              |

## Job summary

This role forms part of the Governance, Compliance and Risk team. The role plays a key part in the team providing confidential, professional and high-quality central governance and secretariat services to the College. The role will also provide a professional secretariat and governance service to the Faculty of Dental Surgery (FDS) and will work in close liaison with the FDS Registrar and the FDS team.

Given the nature of the role, the ability to manage time and workload is essential. This role also requires a highly motivated strong team player able to communicate at all levels.

The post holder will be expected to contribute to continuous improvement of the team's processes and procedures whilst offering excellent customer focus and service.

## Specific duties and responsibilities

### 1. College Governance, Compliance and Risk

- Support the Senior Governance Officer and Governance and Risk Manager in planning, arranging and monitoring a schedule of meetings for the Council, Board of Trustees and committees and the FDS.
- Provide secretariat support for College Committee meetings, collating and distributing agendas, drafting minutes and follow up of actions, and maintaining a record of decisions taken.
- Maintain accurate and up to date contact lists for the Council, Board of Trustees and other key stakeholders as required, as well as an accurate record of attendance and responsibilities at Committee meetings.
- Monitor the team inbox, responding to inquiries appropriately and redirecting as required.
- Assist in the preparation of mailing lists and documents for the election/appointment process for Board and Council Members, Trustees and committee members, to help meet the College's ambition of achieving a diverse and inclusive College leadership.



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- Support the arrangements and development of programmes of induction, recruitment and training for Council Members and Trustees.
- Coordinate the process for awarding College medals, including liaising with engravers.
- Support the Head of Governance, Compliance and Risk and the Governance and Risk Manager in the development and embedding of good governance practices across the College.

## 2. Faculty of Dental Surgery

- Working with the FDS Registrar, provide secretariat support for the FDS Board including collating and distributing agendas and drafting minutes. Ensure that all actions required of the Board are carried out in an effective and timely manner, briefing and consulting the Dean and Registrar as appropriate.
- Assist in the preparation of mailing lists and documentation for the annual election process to the FDS Board, compliant with Standing Orders.

## 3. General

- Provide administrative support to the Governance, Compliance and Risk Team, including financial processes, diary management, and record keeping.
- Provide support in the absence of the Executive Assistant, to ensure a consistent level of service for the President and Chief Executive.
- Assist with projects and other duties commensurate with the status of the post, as required by the President or Chief Executive.
- Undertake any other administrative tasks as appropriate, including arranging board, committee and other meetings on behalf of the team.
- Support the Governance and Risk Manager and Head of Governance, Compliance and Risk with additional projects.
- The post-holder is expected to represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.

## 4. Key skills, experience and competencies

- Experience in a Governance and Secretariat Role
- Experience of governance administration including minute writing or willingness to develop these skills
- Excellent organisational skills
- Demonstrable understanding of and commitment to customer service
- Ability to communicate effectively at all levels across the organisation
- Attention to detail
- Strong IT skills



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*Desirable:*

- Experience of working in a similar environment i.e. medical arena, academic institution or membership organisation.
- Previous supporting role to a Board/Council.

**This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.**

November 2025



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# Person specification

|                                                   | Essential                                                                                                                                                                                                                                                                                                                                                                                                                       | Desirable                                                                                                                                                                                                                                                    |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>                             | <ul style="list-style-type: none"> <li>Educated to Degree level or equivalent experience.</li> </ul>                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>Governance/secretariat qualifications</li> </ul>                                                                                                                                                                      |
| <b>Experience and skills</b>                      | <ul style="list-style-type: none"> <li>Governance and administrative experience</li> <li>Experience and demonstrable understanding of dealing with confidential and sensitive information</li> <li>Experience of working with senior level boards and committees, drafting agendas and taking accurate minutes</li> <li>Experience of establishing and maintaining administrative records, including electronically.</li> </ul> | <ul style="list-style-type: none"> <li>Experience of, or interest in, risk and compliance</li> <li>Experience of developing accurate electronic record systems, capable of information retrieval, analysis and dissemination to relevant parties.</li> </ul> |
| <b>Technical competencies</b>                     | <ul style="list-style-type: none"> <li>Intermediate knowledge of MS Office, particularly Word, Excel and Outlook</li> <li>Excellent organisation and time management skills with good attention to detail</li> </ul>                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>Experience of Microsoft Dynamics / CRM systems</li> </ul>                                                                                                                                                             |
| <b>Financial Management and Business Planning</b> | <ul style="list-style-type: none"> <li>Understanding of the need to find cost effective solutions.</li> </ul>                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>Experience of processing financial information using systems e.g. Dynamics</li> </ul>                                                                                                                                 |
| <b>People and interpersonal skills</b>            | <ul style="list-style-type: none"> <li>Excellent team player</li> <li>Excellent customer service approach, working proactively and sensitively with all stakeholders including at the most senior level.</li> <li>Professional and polite approach</li> <li>Ability to work unsupervised</li> </ul>                                                                                                                             | <ul style="list-style-type: none"> <li>Experience of working in a similar environment i.e. medical arena, academic institution or membership organisation.</li> </ul>                                                                                        |



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The post holder will also need to demonstrate the following values:

|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Collaboration | <b>We embrace our collective responsibilities working collaboratively and as one college.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|               | <ul style="list-style-type: none"><li>• We work together, using our collective expertise and experience to effect positive change</li><li>• We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments</li><li>• We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work</li></ul>                                                                                                 |
| Respect       | <b>We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs.</b>                                                                                                                                                                                                                                                                                                                                      |
|               | <ul style="list-style-type: none"><li>• We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others</li><li>• We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team</li></ul>                                                                                                                                                                                                                                          |
| Excellence    | <b>We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.</b>                                                                                                                                                                                                                                                                                                                                                                                              |
|               | <ul style="list-style-type: none"><li>• We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve</li><li>• We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work</li><li>• We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience</li></ul> |

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.



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