**Head of Governance, Risk & Company Secretary**

Accountable to: Chief Operating Officer

Location: Cardiff (Hybrid working available, but importantly you may occasionally need to provide urgent information outside office hours. Additional hours can be balanced through the use of TOIL)

Occasional travel throughout Wales when required.

Hours: 35 hours per week (full time).

Salary: £49,310.00 per annum

**Role Overview:**

The Head of Governance, Risk & Company Secretary is a pivotal leadership role within St John Ambulance Cymru (SJAC), responsible for ensuring the charity’s governance, legal compliance, risk management, and quality assurance functions are robust, effective, and strategically aligned with our goals.

This dual-role combines governance oversight with the leadership of organisational quality systems, ensuring that SJAC remains a trusted, safe, and high-performing organisation. The postholder will serve as Company Secretary to the Board and also lead operational governance initiatives across the charity.

**What You’ll need to be Successful:**
To thrive as our Head of Governance, Risk & Company Secretary, you’ll need significant leadership experience in governance, compliance, or quality assurance—ideally within a charity or healthcare setting. You’ll bring a strong understanding of UK charity law, governance codes, and risk management frameworks, along with the ability to manage sensitive issues with professionalism and discretion. A Chartered Governance Institute (ICSA) qualification or equivalent is desirable, as is experience acting as a Company Secretary. You’ll be confident leading cross-functional teams, maintaining regulatory compliance, and driving a culture of accountability and continuous improvement across the organisation. Flexibility, integrity, and a commitment to our values are essential.

**Key duties and responsibilities:**

**Governance and Secretariat**

* Lead the governance function, ensuring excellent support and strategic guidance to the Board, Committees, CEO and SLT.
* Manage statutory duties including Companies House and Charity Commission filings.
* Oversee Trustee induction, development, and ongoing governance training.
* Ensure accurate and timely preparation of agendas, minutes, and decision records.
* Act as the primary liaison for legal, constitutional, and regulatory matters.

**Quality, Risk and Assurance**

* Develop and maintain quality assurance systems to monitor performance and learning.
* Line manage the Health, Safety & Environment Business Partner and National Facilities Manager.
* Oversee investigations into complaints, serious incidents, and whistleblowing concerns.
* Maintain and report on the Board Assurance Framework and Risk Register.
* Lead preparation and coordination for audits (including ISO, Home Office, and other regulators).
* Ensure that actions taken in pursuit of the Quality, Risk and Assurance agenda link to a budget and engage with the relevant budget holders as required.

**Regulatory and Legal Compliance**

* Serve as the organisation’s Data Protection Officer.
* Ensure organisational compliance with relevant legislation (charity, company, GDPR, health & safety, etc.).
* Review internal policies and procedures to maintain regulatory alignment.
* Advise departments and project leads on relevant compliance and risk issues.

**Culture and Continuous Improvement**

* Promote a culture of integrity, accountability, and continuous improvement.
* Ensure that quality, governance, and assurance practices reflect the charity’s commitment to equity, diversity and inclusion.
* Support alignment across St John Councils and internal departments with national standards and policies.
* Embody and exemplify the charity’s values at all times and hold others to account for the same
* Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance Cymru. It is expected that the post holder will be as positive and flexible as possible in this regard.

**Person specification**

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

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| **Requirements** | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications and Experience |  |  |  |
| Significant experience in a leadership role within governance, compliance, or quality assurance, preferably in a charity or healthcare setting. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/ Interview |
| Demonstrable experience acting as Company Secretary or equivalent. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form/ Interview |
| Proven ability to lead multi-disciplinary teams and manage risk, especially without direct line management responsibilities  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Chartered Governance Institute (ICSA) or equivalent qualification. |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Experience in healthcare or safeguarding governance frameworks. |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form/ Interview |
| Current Enhanced DBS Certificate | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | If you don't already hold this we will arrange it free of charge |
| Skills, knowledge and abilities |
| Strong understanding of UK charity law, governance codes, and regulatory frameworks. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Skilled in managing sensitive or complex issues with professionalism and discretion. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Knowledge of Board Assurance Frameworks, internal audits, and risk registers. |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Interview |
| Absolute commitment to role modelling our St John Ambulance Cymru values and helping others do the same | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |
| Ability to work outside normal working hours when absolutely necessary | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Interview |