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**JOB DESCRIPTION**

**Your role:**  Head of Governance

**Where you work:**  Remote with occasional travel

**Hours:** Full time

**Report to:** Chief Finance Officer

SignHealth is a unique and inspiring organisation, we work and campaign to improve deaf people’s health and wellbeing and have done for over 40 years. We provide social care, psychological therapy, domestic abuse support, advocacy and children and young people’s services. We deliver this work by deaf people to deaf people across the UK in British Sign Language (BSL).

SignHealth is one of the largest disabled people’s organisations in the UK. Our ambition is to be the go-to deaf charity, and the partner of choice for the NHS, public bodies, and health organisations.

**Our Values:**



**The Impact You’ll Make**

The Head of Governance will be responsible for ensuring SignHealth is compliant with regulatory requirements while delivering efficient, accessible, and consistent governance and corporate services. This role supports the Board of Trustees and Executive Team with robust governance processes, policies, risk management and corporate planning frameworks.

As Senior Information Risk Officer, you will ensure compliance with data protection laws and information security standards. Providing direct support to the CEO, the Executive and Trustees, you will play a pivotal role in strengthening organisational effectiveness and shaping a future aligned with SignHealth’s vision.

**What You’ll Be Doing**

**Governance and Compliance**

* Act as the primary trusted adviser on all governance related matters to the Chief Executive, Executive Team, committees and the Board
* Continuously monitor legal, regulatory and sector developments and frameworks and best practice updates and proactively advise SignHealth on the implications of any changes
* Ensure SignHealth’s governance documents are reviewed and updated in line with regulatory changes and internal requirements. Example documents include SignHealth’s Memorandum and Articles of Association and the Scheme of Delegation
* Ensure governance requirements are met and completed i.e. submit filings/returns to relevant authorities, file resolutions
* Maintain governance records and registers (e.g. conflicts of interest, gift and hospitality etc)
* Ensure all committees and working groups are properly constituted with clear Terms of Reference in place which are regularly reviewed an updated. Ensure these underpin and support Board operations
* Oversee annual reporting in collaboration with the Chief Finance Officer, ensuring accurate and timely submissions
* Produce and present reports and papers on relevant governance matters as required
* Develop and maintain a central contract management process and database. Embed best practice contract management across the organisation. Review draft contracts, advising on the internal approval mechanism and providing briefings to Executive Team and Trustees as required

**Board and committee support**

Working with the Executive Leads for each committee:

* Manage the good governance of our board, ensuring the organisation adheres to its code of good governance and is held to account
* Manage the meetings, systems and record keeping required including the preparation and circulation of high-quality Board and committee papers to facilitate effective discussion and decision making
* Lead on the onboarding, offboarding, training and succession planning and recruitment for Board and independent committee members
* Provide ongoing assessment of the effectiveness of the Board and committees. Lead on periodic governance reviews
* Serve as the main liaison between the Board and Executive Leadership
* Take minutes at Board and committee meetings

**Strategic Planning and Organisational Leadership**

* Oversee planning and delivery of all governance activities. Lead on the development of a corporate calendar that supports the efficient flow of information and decisions
* Facilitate the monitoring and update of SignHealth’s strategic plans
* Foster positive relationships with external stakeholders, partners, Trustees and independent members.

**Policy and Risk Management**

* Be responsible for updating and maintain corporate policies e.g. bribery, anti-money laundering, complaints policies
* Develop and update corporate governance tools, compliance documents and frameworks
* Develop and update the risk management framework – ensuring that a culture of risk management and assessments are embedded across the organisation
* Regularly update and maintain the strategic risk register
* Develop and maintain SignHealth’s business continuity plans
* Manage the relationship with SignHealth’s legal advisers

**Operational Oversight and Resource Coordination**

* Manage the Governance team
* Work with the Governance Manager to support the Executive Leadership by attending relevant meetings and in tracking and implementing key actions, ensuring organisational alignment and delivery
* Act as SignHealth’s Health and Safety lead – work with other departments to ensure that relevant Health and Safety frameworks are applied
* Manage SignHealth’s insurance arrangements to ensure cost-effective and compliant practices
* Manage subject access requests and the complaints process and investigate complex complaints in line with the Complaints Policy
* Manage the creation of a central repository for governance information that can be accessed where required by SignHealth staff

**Data Protection and Compliance**

* Serve as the Data Protection Officer and Senior Information Risk Officer (SIRO), ensuring GDPR compliance and data protection best practices.
* Undertake the duties of the Data Protection Officer, including ensuring that there are robust policies, procedures and templates available to SignHealth staff and providing advice accordingly.
* Investigate and manage information requests from external agencies and data subject requests.
* Investigate and manage data breaches and recommending whether they are reportable to the Information Commissioner’s Office.
* Draft and review data sharing and processing agreements between SignHealth and external agencies.

**Safeguarding**

* Hold a critical responsibility for ensuring the safety, protection, and wellbeing of the deaf people we serve, as well as our staff and stakeholders
* Champion a culture of safeguarding excellence across the organisation, embedding best practices and ensuring full compliance with all relevant legislation, policies, and procedures

**Key Qualities and Experience**

**Essential Criteria**

* A corporate governance expert and professional company secretary – ideally with an ICSA/CGI qualification
* Proven experience working with Boards and senior leadership in a governance role
* Detailed knowledge of corporate governance practices, frameworks, standards and methodologies, and proven experience of their communication and implementation in an organisation
* Comprehensive understanding of Charity Commission and Companies House requirements and data protection laws.
* Expertise in risk management and risk management frameworks
* Strong analytical and problem-solving skills to drive innovation and strategic planning
* Experience of writing and presenting reports at Board level
* High levels of discretion, judgement and political awareness
* Demonstrated ability to lead, mentor, and empower teams
* A proactive and adaptable approach to problem-solving, with the ability to work effectively across diverse teams and with external stakeholders
* A strong commitment to promoting equality, diversity, and SignHealth’s values

**Desired Criteria**

* Experience of the social care sector
* Capacity to develop and deliver impactful governance training
* Knowledge of project management methodologies and their application within an organisation

**About You**

* You are resilient, adaptable, and solution-focused, thriving in fast-paced and challenging environments
* You are passionate about improving the lives of deaf people and advocating for their rights and needs
* You are a collaborative and inclusive leader who demonstrates empathy and respect for colleagues
* You are self-motivated and proactive and actively seek opportunities for improvement
* You have a commitment to promoting and protecting SignHealth’s values