

JOB DESCRIPTION	
Job title:	Board Governance Manager
Team/Department:	Central Services
Location:	Kingston House, Ashford (hybrid working model, must be in the office on Mondays and all Board meeting days)
Hours of work:	Part time, up to 4 days per week, (typically 9am to 5pm, with some flexibility aligned to Board cycles and organisational priorities)
Job title the post holder will report to:	Chief Finance Officer
Job titles reporting to the post holder:	None (although the post holder will be supported by the Executive Support Team)
Date the role profile was revised:	August 2026
JOB PURPOSE Our recent external governance review identified that high performing boards have clarity of purpose, the right people and excellent governance processes. This role leads on improving and maintaining our governance processes to enable the IC24 Board to be effective and efficient, and to meet its regulatory requirements. It supports the Chair and Chief Executive with ensuring we have the right people and board culture, and the Chief Finance Officer in delivery of our company secretarial processes. The Board Governance Manager will be responsible for supporting the Board to maintain, improve and strengthen the company's governance processes, ensuring the highest standards of corporate governance and Company Secretarial compliance are achieved. The post holder will act as Company Secretary and, with support from the Executive Assistant Team, will work with the Chair, Chief Executive and Chief Finance Officer to plan, develop and deliver Board and Committee cycles aligned to IC24's strategic priorities. They will oversee the processes that ensure that governance arrangements operate effectively to support delivery of organisational objectives. In addition, the role will play a key part in delivering the organisation's Governance Improvement Plan (GIP), embedding a proportionate governance and assurance framework, strengthening Board-level oversight, and supporting delivery of a well-controlled, audit-ready environment. SKILLS AND EXPERIENCE REQUIRED	

- Emotional intelligence and gravitas to build effective relationships with Board Directors and senior leaders, with the ability to influence, and challenge appropriately and build confidence in the governance function.
- Strong knowledge and experience of corporate governance best practice, including Board effectiveness, governance frameworks and processes and succession planning.
- Up to date working knowledge of Company Secretarial responsibilities, including statutory compliance, company law and experience of maintaining regulatory requirements.
- Experience of producing high-quality Board and Committee papers, minutes and advising on governance standards.
- Experience of developing compliance frameworks, policies and assurance processes, including internal and external audit activity.
- Strong analytical, organisational and prioritisation skills, with attention to detail and high levels of integrity and discretion. and the emerging potential of artificial intelligence in corporate governance.
- Experience of working well with people at all levels in an organisation, and evidence of how they can live our values of Respect, Innovation, Care and Excellence.
- Please note that this summary highlights key responsibilities only. Full details are provided within the person specification.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Supported by the Executive Support Team, the Board Governance Manager will lead the organisation's company secretarial, governance, assurance ensuring effective Board oversight and regulatory compliance.

The main responsibilities include:

1. Governance and Company Secretarial

- Act as Company Secretary, ensuring compliance with statutory and regulatory requirements, including Companies House obligations.
- Maintain and continuously improve governance frameworks, policies and processes, ensuring alignment to best practice and organisational priorities.
- Ensure Board and Committees operate effectively, with clear forward plans, high-quality inputs and minutes and strong governance discipline in delivering board actions and decisions.

- Support delivery of governance improvement activity and embedding of sustainable governance and assurance processes.

2. Board Effectiveness

- Management of the Board and committee training programme in partnership with the Chief People Officer.
- Induction of Board members.
- Support Board effectiveness through development, evaluation and succession planning.
- Provide authoritative corporate governance advice to the Board and Executive Team.

3. Risk, Assurance and Reporting

- Embed governance, compliance and assurance frameworks across the organisation, supporting a well-controlled and audit-ready environment.
- Develop and deliver governance and compliance reporting to the Board and Committees, including progress against GIP and IR35 compliance.
- Provide clear visibility of key risks, trends and mitigation actions.
- Lead the development and production of the Annual Report and ensure that other reporting requirements such as the NHS Quality Account and NHSE annual licencing conditions are met in a timely and high-quality fashion.
- Maintaining the Board Assurance Framework and supporting robust strategic risk management and assurance arrangements, including the risk appetite statement.

4. Compliance, Regulation and Continuous Improvement

- Maintain oversight of compliance with all statutory, regulatory and governance requirements.
- Coordinate responses to governance reviews, audits and inspections.
- Lead governance training and awareness programmes.

5. Working Relationships and Delivery

- Build effective relationships with the Board, Executive Team and senior stakeholders.
- Work in partnership with the Executive Support Team to deliver high-quality Board and Committee administration.
- Collaborate across Quality, Finance, People, Operations Teams and external advisors to ensure governance and compliance are embedded into core processes.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to always demonstrate excellent communication and interpersonal skills, and be able to build and maintain effective working relationships with all stakeholders including the following:

- Executive Team and Board (specifically the Chair and Chief Executive Officer)
- Divisional Directors and Operational Teams
- People Team
- Finance Team
- Clinical Governance Team
- Legal advisors
- Executive Support Team
- Internal and external stakeholders (including liaison with relevant regulators, Internal and External Audit)

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company that provides innovative primary care services designed to deliver both quality and affordability. IC24 is solutions-focused, providing offering a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions. IC24 is a prominent nonprofit Social Enterprise company specialising in innovative primary care services that focus on delivering quality and affordability. It adopts a solutions-oriented approach, offering a broad range of services to improve access and ease the pressure on secondary care by helping to prevent unnecessary hospital admissions.

Going forward, IC24 is committed to supporting and enabling better integration between health and social care and fostering more effective partnerships across different sectors to deliver seamless services. IC24 has considerable experience of working in complex and demographically challenged environments. The Board is keen for the organisation to be proactive in improving standards of care and patient safety, while also delivering value for money across the health economies in which it operates. Critical to this is the development of strong professional relationships and partnerships with third parties; working collaboratively to maximise the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and of how we deliver social value to the communities we serve. We also contribute to the wider NHS plans to deliver carbon 'Net Zero' and promote sustainability. To find out more, including viewing our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24, as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, complying with legal requirements and following recognised codes of practice.

All Colleagues

You have a duty to take reasonable care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law and must not interfere with or misuse anything provided for your health, safety, or welfare.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly, on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion. IC24 is committed to attracting talented individuals and retaining experienced employees.

IC24 is committed to promoting equal opportunities and valuing diversity. Its policies, procedures and practices are kept under regular review to ensure that all employees and users of its services are treated fairly and according to their individual needs.

INFORMATION GOVERNANCE

Information is vitally important to the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework that enables IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security and Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment.

You will be responsible for safeguarding the interests of children and adults you come into contact with during your work. To fulfil these responsibilities, you will be required to undertake appropriate training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on any concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed to determine whether a DBS check is required. For roles that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For roles assessed as positions of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974. In such cases, IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose, key responsibilities and accountabilities of the post. The post holder may be required to undertake additional duties or responsibilities as may reasonably be required.

This job description is intended as a guide to the nature and main duties of the post as they currently exist. It is not intended as a wholly comprehensive or permanent schedule, and it does not form part of the contract of employment.

To reflect changing needs and priorities, some elements of this role may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Degree or equivalent experience. Excellent IT and data management skills, including use of MS Office suite, electronic communication systems and document management tools. Working knowledge of governance systems and Board reporting processes.	Chartered Governance Institute qualification (full or part qualified). Relevant training in governance, compliance, risk or audit frameworks. A degree in Business, Law or related discipline would be highly advantageous.	C.V and interview
Knowledge, Skills and Abilities	Knowledge of effective methodologies for Board evaluation, development and succession planning. Strong written and verbal communication skills. Excellent attention to detail, delivering high-quality and accurate governance outputs. Knowledge of corporate governance frameworks, risk management and assurance processes in line with Company Secretarial responsibilities and company law. Ability to operate at pace and remain resilient in managing competing priorities and workload. Excellent organisational and planning skills. Strong analytical skills, with the ability to	High level problem solving and programme / project oversight capability.	C.V and interview

Requirements	Essential	Desirable	How identified
	interpret complex information and identify risk. Ability to support development and implementation of governance, compliance and assurance processes.		
Experience	Experience of working collaboratively across functions and at all levels of an organisation, with the ability to quickly understand context and priorities. Experience of working with Directors, Senior Managers, Board and Committees to support governance, decision-making and organisational improvement. Experience of working within a corporate governance, Board support or Company Secretarial environment. Experience of producing high-quality papers, reports and governance documentation for senior stakeholders. Experience of supporting or overseeing compliance, audit or assurance processes. Experience of managing annual governance cycles. Experience supporting Board effectiveness reviews. Experience working with and managing highly sensitive or confidential matters / information.	Experience contributing to governance improvement or assurance programmes. NHS or healthcare governance experience. Experience of working with public service regulators	C.V and interview

Requirements	Essential	Desirable	How identified
Personal Qualities	Proactive with strong attention to detail. Discretion, diplomacy and tact, with excellent communication skills at all levels. Confident and credible, with the ability to influence and adapt style depending on the audience. High degree of integrity, maturity and professionalism. Driven, well organised and able to manage competing priorities effectively. An interest in governance, law and organisational compliance.	Calm under pressure with a pragmatic, solution-focused approach.	Interview