



## JOB DESCRIPTION

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<b>Job Title</b>	Governance Officer
<b>Division</b>	Collections and Governance
<b>Location</b>	IWM London
<b>Reports to</b>	Board Secretary and Governance Manager
<b>Salary</b>	£28,111-£31,823
<b>Duration</b>	Permanent
<b>Normal Working Hours</b>	36 hours net
<b>Person Specification</b>	Grade 13
<b>Closing date</b>	13 <sup>th</sup> November 2022
<b>Interviews</b>	Tuesday 22 <sup>nd</sup> November with potential for a second interview on the 28 <sup>th</sup> November

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We are one of the world's leading authorities on conflict and its impact on people's lives – from 1914 through to the present day and beyond. Our collections are filled with personal stories and experiences, inspiring powerful and often conflicting emotions. We aim to share these stories with as many audiences as possible across the world in a way that engages and challenges them, increasing understanding of why we go to war and the effect that conflict has on people's lives. In other words, we expect our stories to change the way people think about war.

We rely on our staff to help us achieve this aspiration. You should be able to demonstrate the skills and competencies set out below, but equally we are looking for people who believe in what we do and who we are, and can treat every colleague, customer or visitor with respect, courtesy and honesty. We expect our staff to work flexibly and with enthusiasm. These are the qualities that make IWM such an extraordinary place to work.

### **Purpose of the job**

Imperial War Museums (IWM) embrace the history of modern war and people's experience of war and wartime life in Britain and the Commonwealth. Our goal is to enrich people's understanding of the causes, course and consequences of modern war. Our mission is to enable people to have an informed understanding of modern war and its impact on individuals and society.

This role provides essential support to the Director-General's office and Strategy and Governance team. It is an excellent opportunity to see how a major national museum is run. This post works with various departments and Governance Boards across IWM. The Governance Officer is actively involved in the day-to-day operation of IWM's Governance with the potential to support discrete project work. Excellent organisational and communication skills and good attention to detail are essential as extensive liaison across IWM and our many stakeholders and partners is required.

## **Key duties**

You will be expected to work independently as well as across different teams to contribute to and deliver the priorities of IWM - using your knowledge, skills, talent and potential to the best of your ability.

You will always focus on delivering excellent customer service, ensure value for money at all times while being professional, courteous and demonstrating the behaviours and attributes expected of all IWM employees. You will also adhere to all corporate standards, and use corporate systems as directed to ensure consistency of service, brand, and operational standards.

You will be expected to work across departments effectively, working with individuals, partners, and where appropriate volunteers.

You will identify and implement learning and development needs for both yourself and the people you work with, including volunteers, if appropriate.

You will be expected to comply with corporate standards, and use corporate systems, processes and procedures– and undertake any necessary training as directed.

**In addition**, your duties will include:

### **Governance administration**

1. Your role is essential to make sure our Governance structure functions effectively. You will be a key contact across IWM for anything related to our corporate governance. You will work with the network of Secretariats across IWM to make sure Governance standards are consistent and provide administrative cover to Governance Boards when required.
2. You will provide secretarial support to numerous Governance Boards and as appropriate project boards. Your duties include organising and scheduling meetings, preparing, and distributing papers, providing minutes for meetings, and updating on progress periodically. You will write updates on the Governance Boards' discussions for our intranet pages and assist the Chairs in keeping board risk registers up to date and running the Governance Boards' performance dashboards. You are responsible for the archiving of all meeting documentation as per IWM's retention policy.
3. When required, you will support the Governance Manager / Board Secretary with the administration and running of Trustee Board and Committee meetings, specifically printing meeting papers and meeting and greeting Trustees. You will provide cover for the Governance Manager / Board Secretary by distributing meeting papers if necessary.
4. You will coordinate the quarterly reporting (QR) process, reviewing templates with the Head of Governance, updating deadlines, collating the QR submissions from Assistant Directors and compiling the data into useful reports for the Executive Leadership Team and Trustees..
5. You will assist in the compilation of reports and presentations including the quarterly performance reports for the Board of Trustees.

6. You will coordinate meetings and communications for internal audits to ensure smooth implementation. You will also monitor the progress of actions via the 'follow up tracker' coordinating with internal colleagues and the auditors for updates.
7. You will act as the intranet champion for Strategy and Governance and for centralised Governance functions, updating all relevant content as and when required
8. You will support the annual corporate planning process with administrative support, as required.

### **Administrative support to the Director-General and Executive Leadership Team**

9. You will manage the diaries and travel arrangements, dealing with incoming and outgoing correspondence, filing (paper and digital), and maintaining liaison with internal and external stakeholders for the Executive Director of Content and Programmes and support these functions for Executive Director of Collections and Governance.
10. You will provide administrative support for projects for the Executive Director Content and Programmes and Executive Director Collections and Governance, including research, preparing presentations and Board papers.
11. Working with the Director-General's Personal and Project Assistant, you will support the day-to-day running of the Director-General's office and the work of the other Executive Directors on the Executive Leadership Team including:
  - a. ensuring all required office supplies are available, raising purchase orders and other support duties as required;
  - b. You will prepare expense claims and other items that require processing for signature;
  - c. You will support the smooth running of meetings and seminars, booking rooms for meetings and providing refreshments where required.
12. When required, you will support arranging VIP visits coordinated by the Director-General's office and Executive Leadership Team.
13. When required, you will contribute to the organisation and running of various museum functions, including private views, evening receptions, luncheons, and special tours of IWM with a particular focus on managing our stakeholder and invitation lists.
14. You will liaise with a wide range of people including the Chair, Trustees, colleagues at all levels, academics, diplomats, senior officials, publishers etc, sometimes on matters of a confidential nature.
15. You will oversee and respond to queries sent to multiple joint inboxes, including the Strategy and Governance team inbox and the Board Meetings inbox. Alongside the Governance Team, you will share responsibility for managing the Formal Complaints inbox and adhere to the Formal Complaints Procedure and Policy.

### **Information Management**

16. You will support the management and upkeep of files and filing systems in consultation with the Museum Archive and in accordance with IWM's Records Management policies and guidelines.

17. You will be expected to familiarise yourself with and abide by IWM's information security and data protection policies regarding the handling of sensitive and personal data.

This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

**Person Specification: Business Support / Grade 13**

	<b>Essential criteria</b>	<b>How this will be assessed</b>
1.	Minute taking experience	Application form, test, and interview
2.	Proven experience in a role requiring organisation of information	Application form, test and interview
3.	Proven experience of multi-tasking and managing multiple commitments simultaneously	Application form, test and interview
4.	IT proficiency (Microsoft Office and email); training will be given in our specialised software and systems	Application form and test
5.	Experience of initiative, building a rapport with a broad range of people (internal colleagues and external clients) and working to deadlines	Application form and interview
6.	Willingness to understand financial rules and regulations	Application form and interview
7.	Confident communicator able to deal with people at all levels, including VIPs	
<b>Desirable criteria</b>		
8.	Experience of working for a museum or similar cultural sector	Application form and interview
9.	Experience in using database systems	Application form and interview
10.	Commitment to the aims and ideals of IWM and an interest in IWM's history and twentieth century history	Application form
<b>Key competencies</b>		
11.	<b>Continuous Improvement</b>	
	Demonstrates a continuous improvement and solution-focused approach and seeks opportunities for personal development	Application form and interview
12.	<b>Results Drive</b>	
	Delivers consistent results. Manages workload in context of competing demands and changing priorities	Application form, test and interview
	A patient and calm manner that copes well with the variety and volume of workload. Strong attention to detail	Application form and test
	Identifies and eliminates non-productive activity	Application form
13.	<b>Team working and Collaboration</b>	
	Develops relationships throughout the organisation. Proactively provides information to other departments that affects them e.g., shared procedures/potential problems	Application form and interview
	Ability to show and know when to use initiative and to work on your own and as part of a team	Application form and interview
	Excellent collaboration skills with external agencies as well as internal departments. Provides high-quality and timely information for colleagues and customers	Application form and interview
14.	<b>Customer and Communication Skills</b>	
	A genuine desire to work with and serve the public,	Application form and

	delivering a value-added service to internal and external customers with a relaxed and welcoming style that is open and assertive	interview
	Excellent written, face-to-face and telephone skills	Application form, test and interview
	Firm, precise and tactful – especially when dealing with difficult issues	Application form and interview
15.	<b>Promoting Diversity</b>	
	Recognises and values the benefits of diversity amongst staff and customers	Application form
16.	<b>Financial Management</b>	
	Commercially astute and numerate: able to keep accurate financial records, and to produce and analyse financial data	Application form, test and interview
17.	<b>Making the Most of New Technology</b>	
	Uses new technology to keep accurate records and improve own efficiency. Is keen to understand and apply new software and other forms of technology	Application form

## Additional Information

### Benefits

The benefits listed below are discretionary and IWM reserves the right, with due notice, to vary or withdraw them at any time. All such benefits apply during the course of your employment only.

- The annual leave allowance is 25 days per annum plus public holidays rising to 30 days after 5 years
- IWM is a member of the Civil Service Pension Scheme. Employer pension contributions to the civil service pension scheme vary but are normally between 16.7% - 24.3% dependent on salary and length of service.
- An interest free season ticket loan scheme after three months service.
- 20% discount in IWM's shops.
- 25% discount in IWM's cafes.
- Free entry to the majority of Airshows at IWM Duxford.
- Free entry to most fee charging exhibitions in other National Museums.
- Continuous professional Training & Development opportunities.
- Enhanced maternity and paternity benefits linked to length of service.
- Child care vouchers
- IWM staff are entitled to membership of the Benenden Healthcare Society (subject to their terms & conditions).
- IWM staff also have access to The Charity for Civil Servants.
- Ride 2 Work Scheme

### To Apply

Apply online via our website [www.iwm.org.uk/corporate/jobs](http://www.iwm.org.uk/corporate/jobs)

Please note we do not accept CV's, you will be required to fill in an online application form.

If you have any queries please contact us at [recruit@iwm.org.uk](mailto:recruit@iwm.org.uk)

**The closing date for receipt of applications is Sunday 13 November**

**Interviews will take place on Tuesday 22 November with potential for a second interview on week commencing 28 November.**

We regret that if you have not heard from us within three weeks of the closing date your application, in this instance, has been unsuccessful.

***IWM is committed to a policy of Equal Opportunities***

