



Job description

Governance & Compliance Administrator

Key details

Detail	Information
Job title	Governance and Compliance Administrator
Responsible to	Governance Manager
Responsible for	n/a
Hours of work	16 hours per week, days and times to be negotiated
Salary	£27,657 to 31,311 per annum (pro rata)
Department	Governance and Compliance
Employment type	Permanent

How to apply

Apply at: <https://apply.workable.com/cimspa/>

Who to contact

Jane Horner

Governance Manager

Jane.horner@cimspa.co.uk

Sally McGarry

Executive Assistant

Sally.mcgarry@cimspa.co.uk

People and Culture Team

peopleculture@cimspa.co.uk

Deadline

The closing date for applications is **5th October at 9am.**

Next steps

- We will sift through all applicants within a week of the closing date and will be in touch regardless of the outcome.
- The provisional date for interviews, which will take place **in Loughborough**, is **20th October.**

An inclusive workplace

We believe in embracing difference and we are committed to building an inclusive and diverse workforce. We know that our diversity creates successful teams and delivers success, meaning all applicants will be treated fairly without regard to race, religion, sex, nationality, age, physical or mental disability, sexual orientation, marital status, gender identity and expression.

We operate an anonymous recruitment process ensuring a fully fair and non-biased procedure in our recruitment practices thus ensuring we have a high-performing team.

About CIMSPA

CIMSPA is the professional development body for the UK's sport and physical activity sector workforce, committed to supporting, developing and enabling professionals and organisations to succeed and, as a result, inspire our nation to become more active.

Together we're developing a vibrant, UK-wide sport and physical activity sector, with the highest standards of service delivery.

Our vision

Shaping a recognised, valued and inclusive sport and physical activity sector that everyone can be a part of.

We are an ambitious organisation with a brilliant team who are very talented. We've a lot of work to do but we remain focused on the things that make us great - our people and our culture. We truly believe in giving all our team members a voice which is why we lead by listening.

No matter what your experience, role or level, you will be involved in strategy updates, sessions and discussion groups. It really is important that you have a say.



About this role

The Governance and Compliance Administrator plays a key role in supporting the effective operation of CIMSPA's complaints processes and governance framework.

The postholder will act as the central point of coordination for complaints and concerns received by CIMSPA, undertaking complaint triage, case administration, stakeholder communications and process monitoring to ensure complaints are managed consistently, fairly and in accordance with organisational policies.

In addition, the postholder will support assurance reporting, disciplinary and appeals administration and act as CIMSPA's Deputy Safeguarding Lead.

The postholder will also be part of a team that provides high-quality administrative support to CIMSPA's boards, committees, panels and governance groups, ensuring meetings are efficiently organised, records are accurately maintained, actions are monitored and governance processes are effectively administered.

The postholder will report to the Governance Manager within the Governance and Compliance Department, and will work closely with the Executive Assistant.

Job description – key tasks

Complaints Intake, Triage & Administration

- Act as the first point of contact for complaints and concerns received by CIMSPA.
- Receive, acknowledge, log and administer complaints through the central complaints management process.
- Gather information and supporting evidence from complainants and complainees where required.
- Assess and categorise complaints in accordance with CIMSPA policies and procedures.
- Determine whether complaints are within scope and route cases appropriately.
- Resolve straightforward out-of-scope enquiries through guidance, signposting and information provision.
- Maintain accurate, complete and auditable records for all complaints.
- Ensure confidentiality and data protection requirements are adhered to throughout the complaints process.

Complaints Coordination & Case Management Support

- Assign in-scope complaints to the relevant Head of Department for investigation.
- Provide clear case summaries, expectations, and timelines.
- Monitor progress of investigations and ensure accountability.

- Escalate risks, delays, or issues to senior leadership where required.

Hearings, Appeals & Panel Administration

- Coordinate and administer complaint-related disciplinary and appeals hearings.
- Arrange meetings and hearings, ensuring participants receive all relevant information.
- Prepare and distribute case documentation, evidence packs and associated paperwork.
- Act as secretary to hearings and panels where required.
- Record outcomes and communicate decisions accurately and professionally.
- Maintain appropriate records and documentation in line with governance and procedural requirements.
- Ensure hearings and appeals are administered consistently and fairly.

Governance & Committee Administration

- Provide administrative support to CIMSPA's board, committees, panels, working groups and other governance bodies.
- Coordinate governance calendars, annual meeting schedules and committee timetables.
- Support the preparation of agendas in collaboration with chairs and senior colleagues.

- Collate, quality assure and distribute committee papers and supporting documentation.
- Attend meetings as required and produce accurate minutes, decision logs and action trackers.
- Monitor progress against agreed actions and ensure timely follow-up with responsible officers.
- Maintain governance records, registers and documentation in line with organisational requirements.
- Support committee member appointments, inductions and governance onboarding activities.
- Assist with annual governance reviews, effectiveness assessments and governance improvement initiatives.
- Ensure governance documentation is stored, maintained and accessible in accordance with organisational procedures.

Governance Reporting & Assurance

- Support the preparation of reports for the board, committees, Senior Leadership Team and governance groups.
- Maintain governance action trackers, decision logs and committee records.
- Produce reports on complaints activity, trends, service performance and case volumes.
- Support assurance reviews and internal audits relating to governance and complaints management.
- Assist in identifying recurring themes, emerging risks and opportunities for improvement.
- Support the implementation and monitoring of agreed improvement actions.

Policy & Process Support

- Support the maintenance and review of complaints policies, procedures and supporting documentation.
- Assist with the administration and maintenance of governance policies and procedures.
- Ensure document versions, review dates and governance records remain up to date.
- Contribute to continuous improvement initiatives across governance and complaints functions.
- Support the development of guidance, templates and process documentation.

Stakeholder Support & Communication

- Build positive working relationships with board members, committee chairs, committee members and colleagues across the organisation.
- Provide advice and guidance on governance processes and complaints procedures where appropriate.
- Ensure all communications are professional, clear, accurate and customer focused.
- Support committee members and stakeholders with governance-related queries and information requests.

Safeguarding

- Act as CIMSPA's Deputy Safeguarding Lead.
- Support the Safeguarding Leads in managing safeguarding concerns and reports in accordance with organisational policies.

- Assist with maintaining safeguarding procedures and associated records.
- Support safeguarding case administration and monitoring activities.
- Work with the Safeguarding Leads to ensure safeguarding matters are appropriately aligned with complaints and risk management processes.

Key Relationships

- Governance Manager
- Executive Assistant
- Chief Executive Officer
- Senior Leadership Team
- Board chair and board members
- Committee chairs and committee members
- Panel members
- Heads of Department
- External complainants
- Members, partners and stakeholders

Success Measures

- Timeliness and accuracy of complaint triage and case administration.
- Effective support for safeguarding, hearings and appeals processes.
- Effective administration of board, committee and panel meetings.
- Timely production of agendas, papers, minutes and action logs.
- Completion and monitoring of governance actions within agreed timescales.
- Compliance with governance processes, policies and procedures.
- Positive feedback from committee chairs, board members and stakeholders.
- Accuracy and completeness of governance and complaints records.
- Quality and timeliness of management information and reporting.
- Evidence of continuous improvement and organisational learning.

Job description – person specification

Essential skills, knowledge and experience

- Experience providing administrative support within a complaints, governance, committee, regulatory or professional environment.
- Experience organising meetings, preparing documentation and maintaining accurate records.
- Experience coordinating activities involving multiple stakeholders.
- Excellent organisational and administrative skills.
- Strong minute-taking and record-management abilities.
- Excellent written and verbal communication skills.
- Strong attention to detail and accuracy.
- Ability to manage competing priorities and multiple deadlines.
- Effective stakeholder management skills.
- Ability to handle sensitive matters with professionalism and discretion.
- Good analytical and problem-solving skills.
- Proficiency in Microsoft Office applications and committee management systems.
- Understanding of governance principles and complaint handling processes.

- Professional and approachable.
- Impartial and fair.
- Highly organised and reliable.
- Customer-focused and service-oriented.
- Calm and resilient under pressure.
- Collaborative and supportive.
- Discreet and trustworthy.
- Committed to continuous improvement.

Desirable skills, knowledge and experience

- Experience supporting boards, committees or governance structures.
- Experience administering complaints, investigations, disciplinary or appeals processes.
- Experience working within a professional body, membership organisation, charity or regulated environment.
- Experience supporting safeguarding processes.

CIMSPA behaviours

Be able to demonstrate CIMSPA behaviours in all areas of work

We care

- Sensitiveness: attuned to the needs of others.
 - Welcoming: make others feel welcome through patience, respect and kindness.
 - Encouraging: supports others and nurtures their development.
 - Sharing: collaborating with others and passing on ways of working to make the organisation better.
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We are adaptable

- Display initiative: reactive/responsive; cope with stress; ability to prioritise.
 - Change: able to adapt to and make changes.
 - Progression: can facilitate steps to achieve progression.
 - Inventive: uses resources flexibly.
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We are aware

- Seek/welcome feedback: take criticism/praise; reflect; know your role/motivations; conscious of effect on others; be conscious of how you are communicating (tone, body language, etc.).
 - Approachable: being available, listening and having an affinity with others.
 - Confidence: poise; demeanour; control; capable; articulation; grace.
 - Reflective awareness: think critically leading to self- improvement.
 - Self-management: reflective behaviour allowing you to improve performance.
 - Awareness of others: ability to influence others.
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We are engaging

- Actively interacts; observant; welcoming; reassuring; listening; understanding people's values and motives; approachable; builds relationships.
 - Interactive: communicates effectively.
 - Energetic: passionate; enthusiastic; positive.
 - Sociable: amenable; approachable; interacts.
 - Motivational: encourages others to achieve goals.
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We are willing

- Proactive: actively tackles problems; offers to help others; responsive to new ideas.
 - Solutions not problems.
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Working for CIMSPA

Everyone deserves a great workplace. Everyone deserves to want to come to work and to feel that they are making a difference. Everyone deserves to be valued and trusted by their employer and to be allowed to learn and grow in their role. This is our aim at CIMSPA.

We take our culture and our employees' well-being seriously.

These days, like much of the world, we're operating in hybrid working conditions but love to see our colleagues getting together in the office, finding out about each other and enjoying the camaraderie.

We believe in our people and are committed to providing a stable, positive and supportive working environment. In our view, a healthy and happy workforce are better equipped to do their best work and more importantly, enjoy their lives inside and outside the workplace.

Quarterly team meetings give us a chance to connect with colleagues and celebrate our successes and catchup on how we are all doing. We also give out our quarterly staff awards, a real opportunity for you to recognise your colleagues.



Working for CIMSPA

What you can expect:

- Hybrid working arrangements with the opportunity to work in the office and remotely from home
- Competitive salary and enhanced contributory pension.
- Unlimited holidays plus bank holidays.
- Life assurance.
- Health Cashplan.
- Enhanced and equal maternity, paternity, adoption and surrogacy leave.
- Monthly healthy living allowance: up to £30 per month.
- New starter support: £250 home office equipment payment.
- Welcome box.
- Range of flexible benefits including retail discounts, employee assistance programme, Cycle to Work scheme, free onsite parking, onsite shower facilities, free tea and coffee etc.

And that's not all...

We believe work should be enjoyable and rewarding and we believe it is. Here at CIMSPA, we offer more than just the basics...

- One-to-one time with our CEO.
- Quarterly staff awards.
- Flexible working.
- Employee of the year award.
- Regular team events.
- Funded qualifications.
- Personalised development plan.
- Employee committees

And importantly, you have a voice!



The Chartered Institute for the Management of Sport and Physical Activity

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