Role Description & Job Specification

Communications & Governance Administrator

Job Description

Job Title

Communications and Governance Administrator

Key Responsibilities

Communications and Engagement

- Manage the organisation's social media channels, creating and scheduling engaging content aligned with organisational priorities.
- Develop and maintain a content calendar to ensure regular and consistent communications.
- Create website news articles, updates and other digital content.
- Gather stories, case studies and impact information from staff, volunteers, partners and service users for use in communications.
- Support the promotion of organisational activities, campaigns, services and events.
- Monitor engagement and provide regular reports on social media and website performance.
- Ensure all communications reflect organisational values, brand guidelines and accessibility principles.
- Assist in producing newsletters, supporter updates and promotional materials.
- Maintain a library of communications resources, photographs and marketing materials.

Fundraising Support

- Support the coordination and promotion of fundraising activities and community events.
- Assist with event planning, participant communications and volunteer coordination.
- Help maintain relationships with supporters, donors and community partners.
- Support the CEO and fundraising leads with publicity and promotion of fundraising campaigns.
- Maintain accurate records relating to fundraising activities and supporter engagement.

Governance and Board Administration

- Provide administrative support to the CEO in relation to Board and committee meetings.

- Coordinate meeting schedules and diary arrangements involving trustees and the Chair.
- Prepare and distribute Board packs, agendas and supporting papers.
- Draft and circulate meeting notices and governance communications.
- Attend Board and committee meetings where required and support the preparation of minutes and action logs.
- Maintain governance records and ensure documentation is stored securely and appropriately.
- Monitor governance action plans and support follow-up of agreed actions.
- Assist the CEO and Chair with trustee communications and governance administration.
- Support compliance with organisational policies and relevant governance requirements.
- Maintain and regularly review the organisation's policy log, ensuring policies are reviewed, updated and approved within agreed timescales.
- Monitor changes in legislation, regulation, statutory guidance and sector best practice, updating policies and procedures as required to maintain compliance and ensure effective version control.
- Consult with staff, trustees and subject matter experts when developing or revising policies to ensure alignment with legal requirements, governance standards and organisational objectives.
- Coordinate the policy approval process, circulating revised policies for review and sign-off and communicating approved changes across the organisation.

General Administration

- Maintain accurate records, databases and filing systems.
- Produce correspondence, reports and other administrative documentation as required.
- Support organisational events, consultations and stakeholder meetings.
- Undertake other reasonable duties consistent with the role and grade.

Person Specification

Hours	20 hours per week
Salary	£13.90p/hr
Accountable to	CEO
Location	Hybrid/flexible working arrangement (as agreed)
Job Purpose	The Communications and Governance Administrator will play a key role in strengthening the organisation's engagement with supporters, stakeholders, service users and the wider community while enhancing governance and administrative capacity. The postholder will lead on the day-to-day management of organisational communications, including social media, website content and supporter engagement activities. They will also provide high-quality administrative support to the CEO, Board of Trustees and Chair, helping to ensure effective governance, communication and compliance. By supporting both communications and governance functions, the role will enable trustees and senior leaders to focus on strategic leadership while increasing the organisation's visibility, reach and fundraising capacity.

REQUIREMENTS	ESSENTIAL	DESIRABLE
KNOWLEDGE AND EXPERIENCE	• Experience of managing social media and digital communications for an organisation. • Experience of creating written content for a range of audiences. • Experience of providing high-quality administrative support. • Experience of organising meetings and preparing documentation. • Experience of coordinating review, approval or sign-off processes involving multiple stakeholders. • Experience of working with policies, procedures or governance documentation. • Strong IT skills, including Microsoft 365 (Word, Outlook, Teams, Excel and PowerPoint).	• Experience of working within the voluntary, community or charity sector. • Experience supporting trustee Boards or governance processes. • Experience using website content management systems. • Experience using social media scheduling and analytics tools. • Experience supporting fundraising events, campaigns or donor engagement. • Experience of producing newsletters using platforms such as Mailchimp. • Experience of maintaining and reviewing organisational policies and procedures. • Experience of researching and drafting policy documents. • Experience of monitoring changes in legislation, regulation, statutory guidance or sector best practice. • Experience of consulting with staff, trustees and other stakeholders to develop or revise organisational policies. • Knowledge of charity governance requirements and good practice. • Knowledge of relevant legislation, regulatory requirements and sector best practice. • Understanding of policy development, review and approval processes.

PERSONAL QUALITIES	• Proactive, self-motivated and able to work independently using initiative. • Strong interpersonal and communication skills, with the ability to build effective working relationships with staff, trustees and external stakeholders. • Excellent organisational skills with the ability to monitor deadlines and ensure actions are completed within agreed timescales. • Strong attention to detail and commitment to accuracy. • Ability to manage confidential and sensitive information appropriately. • Ability to work flexibly within a small charity environment. • Commitment to equality, diversity and inclusion. • Commitment to the values and mission of the organisation. • Commitment to good governance and continuous improvement.	• Ability to interpret legislation, guidance and best practice and apply it appropriately within an organisational setting. • Confidence to challenge outdated processes and identify opportunities for improvement.
Other		• To hold a clean, full driving licence and have access to a vehicle

Expected Outcomes

The successful postholder will:

- Increase the consistency, quality and reach of organisational communications.
- Enhance engagement with supporters, stakeholders and the wider community.
- Support the development, promotion and coordination of fundraising activities.
- Improve the efficiency and effectiveness of Board and governance administration.
- Strengthen governance processes and support effective trustee engagement.

- Ensure organisational policies and procedures are reviewed, maintained and communicated in line with regulatory requirements and good practice.
- Support the organisation to maintain compliance with relevant legislation, guidance and governance standards.
- Release capacity from trustees and senior leadership, allowing greater focus on strategic priorities.
- Contribute to the overall sustainability, effectiveness and resilience of the organisation.

Deadline for applications:

31st December 2026

Interview dates:

14th and 15th January 2027