

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Children Families and Education

**DIVISION:** Education

**JOB TITLE:** **Education Governance Clerking Officer**

## ROLE PROFILE

<b>Job Title:</b>	Educational Governance Clerking Officer
<b>Department:</b>	Children Families and Education
<b>Division:</b>	Education
<b>Grade:</b>	Grade 7
<b>Hours (per week):</b>	14 to 22 hours
<b>Reports to:</b>	Clerking Service Coordinator
<b>Responsible for:</b>	No direct line management but some coordination of Education Governance Clerks and functions
<b>Role Purpose and Role Dimensions:</b>	<ul style="list-style-type: none"><li>• Assists in the effective operation of the clerking service.</li><li>• Leads in the organisation and development of specific projects.</li><li>• Acts as a mentor to new clerks.</li><li>• Provides high quality comprehensive business support to governor services, the clerking service and its clients.</li><li>• Provides high quality, professional minutes which records the process and outcomes of collective decision making.</li><li>• Files governance records appropriately and has the ability to find/ obtain the information governors/ Trustees need in order to make informed decisions.</li><li>• Advises on education governance procedural matters, and ensures legal requirements are met.</li><li>• Establishes, develops and maintains effective professional working relationships with the governor service team, and service clients.</li></ul>
<b>Commitment to Diversity:</b>	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
<b>Key External Contacts:</b>	Trust Boards, Governing Boards, CEOs, Head Teachers, Governors, Trustees, Senior Leadership Team, School administrators.
<b>Key Internal Contacts:</b>	Clerking Service Clerks, Governor Service team, Education department
<b>Financial Dimensions:</b>	N/A
<b>Key Areas for Decision Making:</b>	<ul style="list-style-type: none"><li>• Advises on educational governance statutory duties and responsibilities.</li></ul>

- Advises on educational governance procedures and good practice.
- Advises on ways of improving efficiency, workings and effectiveness.
- Uses discretion and experience in deciding on action when responding to requests
- Works within governance framework framework, without need of direct supervision.
- Produces high quality, professional minutes.
- Develops and maintains effective interpersonal, professional relationships.
- Advice and support to new clerks.
- Assists in delivering training and development opportunities.
- Decisions can have impact on the work of the Governing Board and School / Trust and the reputation of the service.
- Ability to travel within the London Borough of Croydon, Bromley and surrounding areas.
- Will attend meetings in the evening and during the day, which can be held virtually or face to face depending on client requirements.
- Will need to work flexibly and as necessary according to service need.
- Will be required to work in the office as well as off site.
- Hours worked will be flexible and dependent on the needs of the service.

### Other Considerations:

**Is a satisfactory disclosure and barring check required?**

[\(click here for guidance on DBS\)](#)

Enhanced DBS check

**What level of check is required?**

**Is the post politically restricted?**

[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**

[\(Click here for guidance on ROA \)](#)

No

**Key Accountabilities and Result Areas:**

**Key Elements:**

## Administrator

This will involve:

- Organising, agreeing and disseminating an annual schedule of governance meetings.
- Organising and delivering ad hoc governance panel hearings.
- Producing a purposeful agenda for all meetings.
- Encouraging the CEO / head teacher and others to produce agenda papers on time for distribution with the agenda, ensuring policy and / or statutory requirements are followed.
- Producing and collating the agenda and papers so that attendees receive them at least seven clear days, and preferably ten days before the meeting.
- Ensuring the accurate recording of attendance at meetings and taking appropriate action regarding absences.
- Advising on governance and panel legislation and procedural matters.
- Drafting and reviewing best educational governance practice documents and templates as requested.
- Assisting in the development and dissemination of clerking service processes and procedures and helping to evaluate usage and impact.
- Collecting and collating key governance documentation eg pecuniary interest register, skills register.
- Ensuring agreement, where relevant, of all terms of references for committees and working parties on at least an annual basis, or more frequently when required.
- Chairing, when required, the opening of a meeting when a new Chair is to be elected.
- Taking detailed and accurate notes of meetings to prepare minutes.
- Recording all decisions and actions accurately and objectively with timescales.
- Liaising with the governor services team, within twenty fours, to discuss any issues or questions that need addressing.
- Writing accurate, appropriate and concise draft minutes that are presented in a professional manner using appropriate school improvement language, ensuring that any stakeholder upon reading them will understand the business discussed and the impact.
- Demonstrating through high quality professional minutes any evidence of questioning and answers.
- Sending draft minutes to the Chair within 5 days of the meeting and disseminating to other attendees within 14 days.
- Storing all draft and final paperwork in the appropriate SharePoint library.

## Customer Liaison

This will involve:

- Being proactive to ensure a high quality service is consistently provided to meet service needs, particularly during busy periods and/or when line manager is unavailable.
- Proactively anticipating service needs, planning and distributing support functions to ensure that priorities are met in a timely manner.
- Attending face to face meetings as business needs arise.
- Responding to calls and e-mails received via team/service e-mail boxes and phone lines.
- Using specialist service knowledge, research and analysis to provide timely and accurate resolution to complex enquiries.
- Appropriate escalation of enquiries when resolution cannot be achieved.
- Supporting the clerking coordinator in the placement of Local Authority Governors.
- Some coordination of Education Governance Clerks and functions
- Ensuring the office environment maintains professional standards, reporting any issues (e.g. equipment failure or breakages) and following up to ensure swift resolution.
- Devising and maintaining up to date customer records.
- Advising and supporting schools in delivering robust, compliant governor panels.

## Information Manager

This will involve:

- Setting up and maintaining systems and processes to enable the smooth running of the clerking service and assigned work; ensuring that the clerking service and the work is well coordinated and well organised.
- Producing a Governing Board yearly planner which includes an annual calendar of meetings together with a cycle of agenda items for meetings, and statutory items;
- Liaising with the clerking coordinator, to ensure a termly agenda for meetings, and statutory items is accurately produced for the service and disseminated to clerks and clients.
- Updating required databases in a timely fashion.
- Informing Octavo Governance of any changes to the database within 24 hours, requesting log in details and, where appropriate, welcome packs to be sent to new appointments.
- Ensuring the database has accurate records of Trustee / governor terms of office including start and end dates so elections or reappointments can be organised in a timely manner.
- Supporting the clerking service coordinator in ensuring all relevant schools have an appointed LA Governor.
- Maintaining accurate attendance records of all meetings.
- Ensuring all paperwork for all key roles and responsibilities, including pecuniary interest register, skills matrix, terms of references, committee memberships, and standing orders are updated as appropriate and stored via the clerking service SharePoint library.
- Ensuring that a policy scheduler is used to inform when statutory policies and other documents are due for renewal.
- Ensuring a copy of all draft minutes, approved minutes and any other documentation are stored in the clerking service

SharePoint library.

- Ensuring all meeting correspondence is dealt with quickly,
- highlighting issues or information to the governance team as required.
- Ensuring all clerking service clerks are aware of all statutory requirements for the appointment of new governors.
- Ensuring all confidential items, are disseminated to only those applicable.
- Drafting and finalising reports, briefing papers and resources on a wide range of issues for educational governance as directed by the clerking service coordinator.
- Using the required IT hardware and software to contribute to the coordination and production of management information for the clerking service.
- Quality checking own work to produce a very high level of accuracy and quality.
- Raising in a timely fashion any concerns or queries with the clerking service coordinator.
- Ensuring all work is completed within the given timeframes.

### Adviser

This will involve:

- Supporting in the delivery, and attending, mandatory training by the clerking service / governance team.
- Advising Boards and other clerks on how best to meet the requirements of appropriate statutory requirements and/ or governance procedures.
- Mentoring and supporting clerks to become confident and effective in their role.
- Supporting and providing advice to Boards and other clerks about the appropriate recording of confidential information in minutes.
- Advising Boards and clerks on best practice.
- Keeping up to date with relevant legislation and legal guidance, by attending clerk training and other relevant training as directed by the clerking coordinator / governance lead.
- Advising on governor end dates in good time for elections or appointments to be organised in a timely manner.
- Advising and ensuring the correct composition of Board members.
- Advising Board Chairs, Chairs of committees, the CEO / Head Teacher, individual Trustees / Governors and clerks on constitutional, procedural and legal governance issues.
- Advising on non-attendance of governors / trustees, and appropriate action that can be taken.
- Advising CEOs/Head Teachers and Trustees/Governors on the process of parent and staff elections following governance requirements.

### Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.
- Behaving professionally at all times.

- Supporting and maintaining effective communication channels between the education governance team, Chairs, governors, trustees, head teachers and CEOs.
- Ensuring all communication is responded to, seeking advice and support from the clerking service coordinator / governance team as necessary, within agreed time limits.
- Supporting the creation and maintenance of a system for recording and dealing with all governance enquiries.
- Delivering other services e.g. clerking for complaint panels, pupil disciplinary panels, staff hearings and appeal panels, cover for statutory meetings e.g. school's forum.
- Attending and participating in relevant meetings as required.
- Assisting in the recruitment of casual clerks when needed.
- Being aware of and complying with all policies and procedures, reporting all concerns to the clerking service coordinator or governor services lead.
- Being aware of and supporting difference and ensure equal opportunities for all.
- Participating in one to one's and ensuring the achievement of personal objectives and performance targets.
- Managing time and own performance to assist with effective service delivery and personal development.
- Undertaking such other duties from time to time as may be commensurate with the grade and nature of this post.

## Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training,

including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

## **Person Specification**

### **Job Title:**

**Educational Governance Clerk Officer**

**Governor Services, Education, Children, Families and Education**

### **Essential knowledge:**

- Knowledge of education governance legislation.
- Knowledge of the structure of schools and their communities.
- A high level of written and oral communication skills and numeracy, ability to write and present reports and the ability to communicate effectively with a wide range of audiences in a variety of settings.
- Experience in administration and customer service desirable.
- Understanding of mentoring.
- Understanding of safeguarding.

## **Essential skills and abilities:**

- Good listening skills which include the ability to discriminate and assimilate key information.
- Highly articulate and able to communicate complex matters clearly and effectively, both in writing and verbally with a wide range of audiences.
- Good literacy skills to enable the writing of concise and accurate summaries of governors' discussions, leading to a formal minute where decisions, resolutions and recommendations are recorded appropriately and clearly; guidance and the development of best practice documents, guides and templates.
- Able to communicate and liaise effectively with a diverse community - all governors, trustees individuals in schools, the clerking service and Local Authority personnel.
- Good interpersonal skills which will allow the development and maintenance of positive and effective working relationships with all.
- Able to time-manage deadlines effectively, allowing the production of agendas, minutes and other documentation within the required timescales.
- Able to keep, maintain and evaluate important systems and records relating to governors' data, ensuring that governors and relevant partners are in receipt of relevant documentation and information.
- Able to share good practice with colleagues.
- Able to mentor colleagues to improve performance.
- Ability to support the design and delivery of effective training
- Ability to produce an impartial record and give impartial advice.
- Able to answer queries and support the clerking service with requests for information.
- Open to learning and change.
- Ability to demonstrate tolerance and patience, with an understanding that clerking service customers are a diverse set of individuals.
- Willingness and ability to take lead and convene meetings etc when required.
- Computer literate, including word processing and technology communications skills.
- Able to work independently in an environment when professional advice and support may not be available.
- Able to work flexibly (defined as an example between 0800 hours to 22:00 hours) and be called upon at short notice e.g. 1 – 3 days, to convene and attend meetings.
- Understanding of the principles of good customer service and an ability to put these into practice for providing the best possible service.
- Ability to identify safeguarding issues and raise concerns appropriately.
- A strong customer and commercial focus.
- A growth mindset ('go for it mindset') where talents and abilities can be developed over time through experience and mentorship, and individuals are able to push themselves.

## **Essential experience:**

- Extensive experience of working with governing boards and trust boards advising on School Governance regulations, academy legislation and clerking.
- Extensive experience of clerking governing boards, trust boards and panels.
- Significant experience of building and developing effective working relationships with a wide range of diverse organisations, professionals and stakeholders
- Desirable – able to demonstrate experience of developing processes, procedures, training and best practice guides.
- Desirable – able to demonstrate experience of evaluation and monitoring impact.
- Desirable – able to demonstrate experience of mentoring.
- Able and willing to travel within London Borough of Croydon, Bromley

## **Special conditions:**

and surrounding boroughs.

- Able to keep up to date with educational developments and legislation affecting educational governance.
- Positive in attitude towards personal development and training.
- Enhanced Disclosure and Barring Service check will be required.