

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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Job title:	Governance and Risk Officer	Location:	Publica
Department:	Corporate Services	Service:	
Reports to:	Executive Director, Corporate Services	Working Hours:	37
Job group:	Specialist - Level 2	Peer group no:	PGI23 Corporate Support Specialist
Business World Post number:	Click here to enter text.	Direct Reports (if applicable):	NA
FTE Salary pro rata:	£38,821-£40,507	Contract type:	Permanent

Main purpose of this specific role:	<p>The role will provide support and guidance to Publica and its Shareholder Councils (West Oxfordshire, Cotswold and Forest of Dean) in areas of governance, risk and compliance.</p> <p>The role will deliver Publica's company governance arrangements including coordinating Board and Audit & Risk Committee including arranging meetings, agenda's, board packs and minutes. The role will also be responsible for ensuring Publica meets its obligations under the Companies Act and submitting the necessary returns to Companies House.</p>
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Main requirements of this specific role:

- To implement and coordinate the delivery of the strategic risk registers for Publica and the three councils. Working with risk owners to ensure that risks are identified, reported, owned, managed and mitigated.
- To work with officers across Publica and the Councils to develop service area risk registers, helping train and develop officers to understand their responsibilities under the risk management policy.
- To own and update the Risk and Opportunity Management Policy and implement improvements to the risk management processes.
- To produce reports and present risk management updates to the Councils Audit & Governance Committees and Publica's Audit and Risk Committees.
- To manage Publica's company governance arrangements including arranging all meetings of the Board, ARAC and AGM, producing agenda's, forward plans, agenda packs, and attending meetings to take minutes and coordinate actions.
- To assist the partner councils with the development of their annual governance statements and take these annually for approval to their respective Audit & Governance Committees
- To ensure the Annual Governance Statements meet the requirements of 'Delivering Good Governance in Local Government: Framework (Governance Framework) (CIPFA and Solace, 2016).
- To manage Publica and Councils governance arrangements including gifts, hospitality & sponsorship, annual governance statements and all staff declarations. To review responses and identify any areas of concern.
- To work with the customer complaints team to ensure complaints are managed effectively including completing stage 2 complaint responses, reviewing and authorising stage 2 responses produced by the team, and reporting complaint performance to the council's audit and governance meetings / scrutiny.
- Take a lead in developing and gaining approval for Publica and the Councils Data Retention Policy and working with the compliance manager to ensure this is fit for purpose.
- To develop processes to improve management compliance in various areas, including data retention, risk, business continuity, procurement and budget management to ensure managers are trained and competent, there is effective strategic oversight and compliance is achieved.
- Undertaking training and awareness for data protection, risk and compliance
- Leading on the implementation and ongoing management of the unacceptable behaviour policy and processes.
- Ensure that CCTV policies are up to date, support services with CCTV systems to undertake Privacy Impact Assessments and publish their Codes of proactive.
- Ensure that Publica and its partner councils remain compliant with the requirements of the Copyright Licensing Authority.

	<ul style="list-style-type: none"> Representing risk and governance at the partner councils governance meetings. Reviewing our risk and governance arrangements, recommending and implementing process improvement.
Essential qualifications/skills/ experience specific to this role:	<ul style="list-style-type: none"> A qualification in your area of expertise, equivalent to a degree or relevant experience of five years GCSE Maths and English or equivalent to grade C/4 or higher Experience of working flexibly as part of a team and collaborating with colleagues and stakeholders Experience of being involved in continuously improving services and developing products to meet customer need Ability to remain calm and confident when dealing with challenging customers and environments Ability to resolve complex issues by negotiation Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes Demonstrate commitment and resilience to succeed Ability to work independently under pressure and within tight deadlines Excellent written and verbal communication skills Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> Relevant recognised academic or professional qualification Knowledge, understanding or experience of project management Membership of a relevant professional body
	Generic Job Profile:
Main Purpose of a role within this job group :	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> Provide technical expertise, advice and direction to internal and external customers when solving problems or managing risks Apply a high level of expert knowledge within a technical area of expertise and manage sensitive, open ended and complex case or project based work

Key Responsibilities of a role within this job group:	<ul style="list-style-type: none"> • Use detailed, technical knowledge within the subject matter to objectively analyse situations and make decisions that meet the needs of all stakeholders with limited guidance and direction • Working in a multi-disciplinary team on technical cases and projects to a highly efficient and effective standard • Be responsible for small projects or input into large projects • Maintain a detailed understanding of appropriate legislation, policy, procedure and guidelines and make informed assessments, advise stakeholders and take action • Ability to interpret and find solutions to ambiguous and partial information • Play an integral role in innovating products and continuously improving services • Act as a lead technical advisor within the relevant service area • Mentor and train colleagues • Carry out duties with discretion, integrity and maintain confidentiality • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Ensure that issues and problems are effectively mitigated and solutions developed which meet customer needs • Ensure all relevant customer and company information is captured and recorded accurately • Understand and demonstrate commitment in delivering the key performance indicators within the function • Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe working environment and ensuring, as is reasonably practicable, that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Special Conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving License

	<ul style="list-style-type: none">• Ability to travel/ access to a vehicle for work purposes• Your role will require a Baseline Personnel Security Standard Check (BPSS)
Date reviewed:	08/09/2025
Reviewed by:	Cheryl Sloan.
Manager job title:	Click here to enter text.
Date of issue:	Click here to enter a date.
Checked HRBP:	