

Job Title:	Head of Business Support, Governance & Risk	Function:	Business Support, Governance & Risk
Reports To Manager:	Director of Finance & Resources	Job Family:	Support & Professional
Date:	January 2025	Band:	8

Purpose: Responsible for ensuring the organisation operates efficiently, securely, and in compliance with regulatory and operational standards. This role provides strategic oversight and leadership across business support functions, risk management frameworks, and governance processes, enabling the organisation to achieve its objectives with integrity and accountability, keeping people and pets together when times are tough.

Responsibilities	Performance Measures	Organisational Skills & Values
<ul style="list-style-type: none"> Lead and develop the team through the employee life cycle. Own the approach to Strategic Risk Management including Risk Appetite Lead the development and implementation of the organisation's Governance framework, ensuring that PDSA has a robust and clearly understood Governance structure from the top to bottom of the organisation. Provide expert advice and lead the effective interaction between Council, Sub Committees, Executive Leadership Team and Senior Management to ensure the smooth running of PDSA Corporate affairs. Oversee the development and maintenance of a Quality Improvement Framework, ensuring policies and processes align with strategic goals and regulatory standards. Oversee compliance with external regulatory requirements, including but not limited to health and safety, data protection, and charity commission guidelines. Work with the CVA to ensure all risk, compliance and governance activity provides organisational assurance on clinical outputs. Act as the primary point of contact for the Charity Commission, ensuring the timely reporting and resolution of serious incidents. Direct the internal audit and assurance processes to drive continuous improvement and ensure robust governance. Oversee the management of the organisation's business support functions ensuring the effective implementation of alignment with operational needs and overall adherence to organisational governance frameworks. Own the Scheme of Delegated Authority and oversee any changes or impacts of PDSA Charitable Objects, Byelaws and Scheme of Delegation and liaise with external legal advisors. Oversee the development of sustainability initiatives and ensure robust business continuity plans are in place. Provide strategic insights to exec team and trustees on external environmental and sector changes, guiding organisational responses to emerging risks and opportunities and once direction is agreed ensure these are translated into revised policies and procedures and associated risk assessments. Act as Company Secretary for the organisation. Compliance with all PDSA policies and procedures. 	Dimensions	Role-specific knowledge & skills
	<ul style="list-style-type: none"> Achievement of compliance with all external regulatory and statutory requirements, including Charity Commission and health and safety obligations. Successful implementation and maintenance of a comprehensive risk management framework, with regular reviews and updates Completion of internal audits with demonstrable improvements in governance processes and operational efficiency. Accurate and timely submission of the Annual Report and other key governance documents. Establishment and embedding of a culture of quality improvement and compliance across all departments. ENPS scores in line with expectations. Operate in line with departmental SLA's. 	<ul style="list-style-type: none"> Head and Heart Better together Passion with purpose Planning and organising Acting commercially Leading Effectively
Approved By: People Operations		Date: January 2025

