



	<b>Document ID:</b>	HR03-22
	<b>Issue Date:</b>	January 2026
	<b>Revision:</b>	1.1
<b>Job Description</b>	<b>Approved by:</b>	HR

<b>Job title:</b>	<b>Governance and Compliance Officer</b>
<b>Responsible to:</b>	<b>Quality and Governance Manager</b>
<b>Pay scale:</b>	<b>Band E2</b>

**1. Job Role / Purpose:**

The Governance officer will support the Quality and Governance Manager with all administrative tasks and activities related to all aspects of Governance for SHP.

This job description is not designed to be exclusive but serves to illustrate the scope of the role.

**2. Key Duties & Responsibilities:**

- Supporting the Quality and Governance Manager in identifying, mitigating, managing and monitoring risk and performance issues.
- Supporting the Quality and Governance manager in the review and implementation of processes and policies that support good governance structures.
- Supporting the Quality and Governance Manager in liaising with internal and external stakeholders when required.
- Supporting the Quality and Governance Manager to maintain clear oversight and effective audit trail of all SEA/incidents.

**Governance Support**

- Ensure the Quality and Governance folder on S drive and Teams is updated and any necessary updates are shared with all staff via Teamnet.
- Maintain and update the policy register. Ensuring all policies are reviewed and updated as necessary. Contacting relevant colleagues when updates are overdue.
- Support the Quality and Governance Manager in the monitoring and reviewing of the SHP corporate risk register, ensuring the register is updated and presented to the board quarterly.
- Lead on all aspects of SEA investigation and management.
- Annually, audit the significant events/incidents SHP have recorded to monitor trends and identify if SEAs have reduced and patient experience and quality has improved.
- Liaising with PSMs in the production of team risk registers, and supporting their escalation into the corporate risk register
- Support the Quality and Governance manager (and SHP overall) to ensure compliance with Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Annually, audit the significant event process to ensure compliance with the policy.
- Annually, audit the complaints process to ensure compliance with the policy.
- Assist in communicating shared learning from complaints/SEA/Patient feedback
- Support the completion of the annual Data Protection and Security Toolkit return.
- Support Health and Safety risk assessment processes that ensures that premises are safe and risks are mitigated, monitored and managed. (Including but not exclusively, IPC, fire and H&S)
- Ensure the business continuity plan is reviewed and updated to support SHP Operations manager to implement crisis management plans in the result of disruption to service.
- Liaising with the PSMs to ensure that all equipment is safe to use, calibrated and PAT tested as required and this information recorded contemporaneously.



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- Liaising with the PSMs to ensure that all fire safety measures for all sites including alarm testing, fire warden training and cover, evacuation drills and contracts for fire equipment maintenance and staff training are in place.
- Carry out audits to ensure compliance with policies and procedures/health and safety on a regular basis. Including, but not exclusively: Death process, referrals, bloods monitoring, workflow.
- Ensure that any SHP portable devices allocated to staff are tracked, audited, traceable and acceptable use policies are adhered to.
- Maintain IT asset register and support with signposting when colleagues have IT issues.
- Support with DPO queries for example, subject access requests, deceased patient queries.
- Adding/removing leavers/starters to teamnet
- Maintain and update a Contract list
- Support SHP in ensuring that information for patients and staff is relevant and updated
- Support SHP with internal and external communications eg newsletters, social media, website.
- Support SHP with new starter Governance induction
- Support the organisation with completing the K041B toolkit
- Arranging specific training as needed for eg IRIS, PCDC
- Any other duties that may arise appropriate to the role.

**Skills**

- Proficient in MS applications including Outlook, Excel, Word and other related software packages.
- Basic knowledge of Health and Safety Management.
- Basic knowledge of CQC and requirements in General Practice.
- Basic knowledge of Infection Prevention and Control.
- Effective written and verbal communication skills.

**Health and Safety**

- To comply with the Health and Safety at Work Act 1974
- To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

**Equality and Diversity**

- To always carry out their responsibilities in line with Equal Opportunities Policy and Procedure.

**Risk Management and Clinical Governance**

- To promote good governance, to work within the Clinical Governance Framework of the practice, incorporating Risk Management and other quality initiatives.

**Confidentiality**

- To maintain confidentiality of information relating to clients, staff, and other users of the services in accordance with the Data Protection Act 1998 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/ or prosecution.

**Professional development**

- The post holder will ensure they are up to date with mandatory training and participate in any training programme that is deemed necessary by the practice as part of this employment.



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- To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

**General**

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence as guided by the attached management framework.
- To work across the various SHP sites as required.
- In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

This job description is not intended to be exhaustive. You may be required to perform any other duties as the organisation may require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the employer's organisation and interests.

**Conditions**

All offers of employment are conditional on you demonstrating your eligibility to work in the UK. Offers are also conditional on receipt of a minimum of two satisfactory references, covering at least the last three years on employment, with any gaps in employment history being explained satisfactorily. Whether references are deemed satisfactory is at the discretion of the organisation.

**Convictions**

During the recruitment process, we will ask job applicants to disclose any unspent convictions but will not ask job applicants questions about spent convictions, nor expect them to disclose any spent convictions, unless the job is exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. If the position is identified as being exempt, the applicant will be required to undergo a DBS check, and this will also form a condition of employment.

**3. Other Responsibilities**

**Health and Safety**

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

**Equality and Diversity**

- To carry out at all times their responsibilities in line with Equal Opportunities Policy and Procedure.

**Risk Management and Clinical Governance**

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.



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### Confidentiality

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

### Safeguarding

- Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and SHP policies.

### Professional development

- The post holder will participate in any training programme implemented by the practice as part of this employment
- To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

### General

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence as guided by the attached management framework.
- To work across the various SHP sites as required.
- In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

**SHP Vision Statement:** To provide person-centred care at the **heart** of the community.

### Mission Statement:

Solihull Healthcare Partnership aims to be the provider of choice in delivering holistic care to our neighbourhood.

**Honest** - We practice and encourage open and honest communication, acting with integrity in all that we do.

**Excellence** - We strive to achieve the highest standards in the care we deliver and enable our team to create an environment that encourages excellence.

**Accountable** - We take personal and collective responsibility for our actions and the way we deliver care.

**Respectful** - We engage with our team, our patients and our community with respect, providing kind and compassionate person-centred care.

**Transformational** - We are committed to continually improving our standards, working with the community, being responsive and adapting to the changing needs of the neighbourhood.



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**Approved by:**

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**I have read and understood the above job description for this job role**

Name:

Signature:

Date:



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**PERSON SPECIFICATION**

	<b>Essential /Desirable</b>	<b>Shortlisting</b>
<b>Qualifications</b>		
GCSE Math & English grade C or above	E	A
<b>Experience</b>		
Recent and relevant administrative experience (demonstrated by a minimum of 2 years' experience)	E	A
Detailed knowledge of Microsoft Office: Word / Excel / Outlook/Teams	E	A
Microsoft PowerPoint	E	A
Experience of maintaining office systems	E	A
Experience of setting up and implementing internal processes	E	A
Experience in dealing with confidential information	D	A
Previously worked in a similar position within the Public Sector	D	A
Experience of updating social media platforms.	E	A
<b>Skills/Knowledge</b>		
Excellent keyboard / IT skills	E	A
Ability to communicate clearly with a range of contacts, both verbally and in writing	E	A/I
Excellent numeracy skills	E	A
Excellent attention to detail and accuracy	E	A
Ability to manage and prioritise own workload and use own initiative	E	A
Strong organisational skills and ability to multitask	E	A/I
Ability to work under pressure	E	A/I
Ability to work autonomously	E	A
Excellent time management skills with the ability to prioritise conflicting demands in order to meet deadlines	E	A/I
Ability to deal professionally with enquiries from staff, service users and stakeholders	E	A/I
Excellent keyboard / IT skills	E	A
Ability to communicate clearly with a range of contacts, both verbally and in writing	E	A/I
Excellent numeracy skills	E	A
Excellent attention to detail and accuracy	E	A
Analytical skills	E	A
<b>Personal Attributes</b>		
Strong team player with the ability to work effectively as part of a team	E	I
Self-motivated, enthusiastic, and approachable	E	I
Confident at dealing with people at all levels	E	I
<b>Other</b>		
Flexibility to meet the needs of the business	E	I



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Able to travel to all SHP sites	E	I
DBS required	E	-