



# **Governance Manager**

## **Full time, permanent**



## ABOUT ALEXANDRA PARK AND PALACE

Alexandra Palace is one of London's most iconic destinations. For over 150 years, it has stood as a beacon of creativity, community and culture, home to world-first innovations, unforgettable entertainment and open access to green space across 196 acres of parkland in North London.



Today, Alexandra Park and Palace Charitable Trust (APPCT) is the custodian of this extraordinary site. As a charity, we are committed to safeguarding our heritage while continually evolving our offer to meet the needs of today's audiences and communities

Our work is supported by a blended income model, combining commercial income, public funding, and philanthropic support, which allows us to reinvest in our buildings, our park and our charitable mission.

We are now at a pivotal moment in our journey. Our 10-year vision **A Sustainable Home for All That We Do** sets out an ambitious future: enabling everyone to experience inspirational culture, world-class entertainment, unique heritage, life-enhancing educational opportunities and restorative green space.

In return for your hard work we offer:

- Generous annual leave allowance – **28 days plus bank holidays** (inclusive of 4 Christmas closure days)
- Opportunity to enter a ballot for **free event tickets**
- Summer and Winter social parties
- Discounts across our on-site catering units + more

## ROLE DESCRIPTION

The **Governance Manager**, also The Charity Secretary to the Alexandra Park and Palace Charitable Trust Board (APPCT) and Assistant Company Secretary to the Alexandra Palace Trading Limited Board (APTL), is a trusted advisor to the Board of Trustees and the Executive Leadership team on all governance matters. Reporting into the Director of Finance, the postholder will manage the day-to-day administration of governance functions and support the Executive team to provide effective decision-making processes across the organisation.

The successful candidate will have excellent knowledge of Charity law, company law and the governance including Charity Governance code. Excellent time management, strong attention to detail and excellent communication skills are essential.

The salary is **£40,000 - £45,000pa** *depending on experience*

## HOW TO APPLY

To apply please send your CV and a cover letter of no more than 2 sides detailing how you meet the requirements of the role.

Applications to be sent to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com)

The deadline for applications is **5pm Tuesday 17 February 2026**

Please note that due to the volume of applications we are unable to provide feedback to those not shortlisted for interview.

## OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

<b>Job Title</b>	<b>Governance Manager</b> (The Charity Secretary to the APPCT Board & Assistant Company Secretary to APTL Board)
<b>Department</b>	Finance
<b>Responsible To</b>	Director of Finance
<b>Responsible For</b>	No Direct Reports
<b>Overall job purpose</b>	<p>To ensure that the Trust and its trading subsidiary meet the highest standards of governance, transparency, and regulatory compliance. This role acts as a trusted advisor to the Board of Trustees and the Executive Leadership Team on all governance matters, including legal and regulatory responsibilities. The post holder will manage the day-to-day administration of governance functions and support the Executive team to provide effective decision-making processes across the organisation.</p> <p>The role covers all aspects of governance extending to the Trading Company, the Finance Risk Resource and Audit Committee (FRRAC) and the associated Statutory and Consultative committees.</p>
<b>Key duties and responsibilities</b>	<p><b>1. Board and Committee and Executive Team Support:</b></p> <p>Provide support to the main Board of Trustees collating papers and liaising with relevant council teams. Supporting Trading company board and main board sub-committees (e.g., Finance, Risk Audit &amp; Risk (FRRAC), including planning meeting cycles, preparing and circulating agendas and papers, taking minutes, and tracking action points to ensure they are actioned and decisions communicated to relevant stakeholders.</p> <p>Scheduling and supporting internal meetings for Executive Team</p> <p><b>2. Compliance and Regulation:</b></p> <p>Ensure full compliance with all statutory and regulatory requirements, including those set by the Charity Commission and Companies House and other regulatory bodies.</p> <p><b>3. Governance Framework Development:</b></p> <p>Lead the design, continuous review, and improvement of the governance framework, policies, and procedures (e.g., conflicts of interest, whistleblowing, risk management) in accordance with the policy register,</p>

	<p>or as changes in legislation and guidance demand, ensuring that new or revised policies are referred to the appropriate board/committee for approval.</p> <p>Act as the primary point of contact for trustees and senior management on legal, regulatory, and best practice governance queries, ensuring high-quality, trusted advice is consistently provided.</p> <p><b>4. Trustee Support and Development:</b></p> <p>Coordinate trustee recruitment, appointments, inductions, and ongoing training/development to ensure the board remains effective and has the necessary skills.</p> <p>Collaborate with the Chair and CEO to develop and implement the annual work programme for the Board, including programming Board away days and workshops.</p> <p><b>5. Risk Management:</b></p> <p>Work with the Finance Director to coordinate and embed effective risk management systems and reporting frameworks across the organisation.</p> <p>Identify areas of non-compliance, risks and opportunities in current practices and systems, driving the implementation of governance changes where required.</p> <p><b>6. Data Protection and Legal:</b></p> <p>Oversee compliance with the UK GDPR and Data Protection legislation, serving as the potential data protection lead, and managing relationships with external legal advisors where appropriate.</p> <p><b>7. Records Management:</b></p> <p>Maintain all statutory records, registers, and governance documentation, ensuring they are accurate and readily available for audit or inspection.</p> <p>Liaise with the Director of Finance and Resources to ensure the audit requirements of the organisation are met and the required forms and annual returns and reports are completed appropriately and lodged with Companies House and the Charity Commission by the deadlines stated.</p> <p><b>8. Performance Tracking</b></p> <p>Data collation and performance tracking and reporting against set KPI's on organisational performance and business plan objectives.</p>
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<b>Person Specification</b>	<p>The below are essential unless otherwise stated</p> <p><b>Education / Qualification</b></p> <ul style="list-style-type: none"> <li>Educated to GCSE level with grades A-C / Grade 4 in Maths and English <i>or equivalent</i></li> </ul>
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	<ul style="list-style-type: none"> <li>• Certified Member of Institute of Chartered Secretaries and Administrators or equivalent</li> <li>• Degree in a relevant subject such as law, business administration or social sciences. (Desirable)</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Excellent knowledge of Charity law, company law and the governance including Charity Governance Code</li> <li>• Experience of working in a charitable trust with a trading subsidiary</li> <li>• Demonstrable experience of working in support of Board and Committee procedures with non-executive directors and Trustees</li> <li>• Experience collating and proof-reading Board papers, reports, and correspondence</li> <li>• Proven experience in compliance, risk management and audit processes</li> <li>• Experience liaising with a variety of stakeholders at all levels</li> <li>• A track record of building and maintaining excellent internal and external relationships to deliver shared goals</li> <li>• Knowledge of Charity Law and legislation, Charity Commission Guidance and governance codes.</li> <li>• Knowledge of data protection law and practice (UKGDPR)</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Excellent time management and organisation skills with the ability to work under pressure</li> <li>• Strong attention to detail and accuracy</li> <li>• Knowledge of Budget administration and financial systems e.g., Exchequer, and experience submitting expenses, raising purchase orders and reconciling invoices</li> <li>• Excellent communication skills both written and verbal</li> <li>• Proactive and solution focused approach</li> <li>• High level of diplomacy and discretion and handle confidential information sensitively</li> <li>• Strong Analytical skills</li> <li>• Proficient in Microsoft Office particularly Word, Excel and PowerPoint</li> </ul>
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## DIMENSIONS

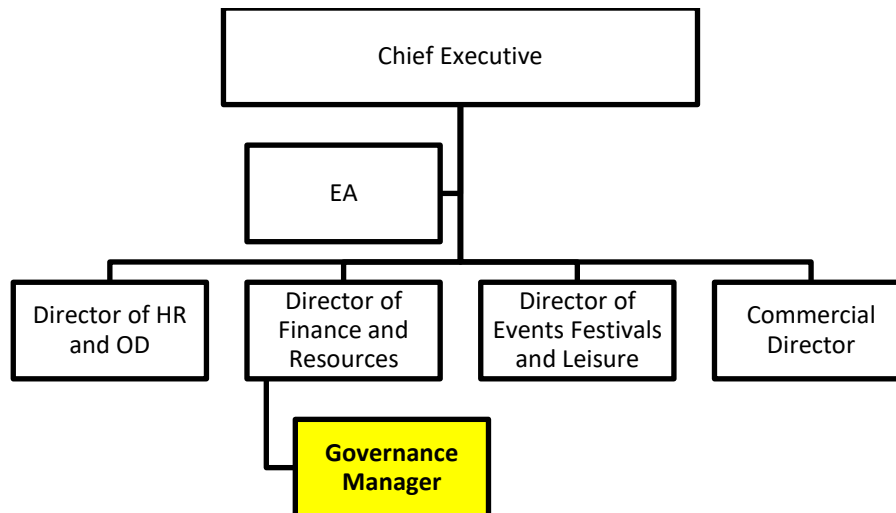
### Financial responsibilities

none

### People management responsibilities

none however the postholder will work closely with the Executive team and other senior stakeholders

## EXECUTIVE TEAM STRUCTURE



## GENERAL OBLIGATIONS

### i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

### ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

### iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

### iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

### v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green

## CUSTOMER SERVICE STANDARDS



## VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

### The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level 1 (of 4) and therefore should be demonstrating behaviours at level 2

#### 1. We are COLLABORATIVE

"We work as one team, sharing ideas, knowledge and insight to achieve our common purpose"

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> <li>Work with other teams to raise and solve issues</li> <li>Hold regular meetings to gain team input</li> <li>Be visibly available to my team</li> <li>Book weekly catch ups with other teams</li> <li>Think and act as one organisation</li> <li>Pro-actively talk to others rather than sending emails</li> </ul>	<ul style="list-style-type: none"> <li>Encourage silos or working in isolation</li> <li>Think our work is more important than that of other teams</li> <li>Make decisions without consulting other teams that may be impacted</li> </ul>

#### 2. We are BOLD

"We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things"

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> <li>Try new ideas and think outside the box</li> <li>Look for possibilities and opportunities everywhere – taking time to think creatively</li> <li>Have faith in my ideas and find my voice</li> <li>Encourage the ideas of others more often</li> <li>Utilise the experience of the whole team</li> <li>Strive to improve the customer experience</li> <li>Encourage others to see mistakes as learning</li> </ul>	<ul style="list-style-type: none"> <li>Say "I can do better" but then do nothing</li> <li>Accept something just because it is the way it's always been done</li> <li>Shut down ideas without thinking about the pros and cons</li> <li>Resist change because it is too challenging</li> <li>Think "I can't do it"</li> <li>Say "No" but not explain why</li> </ul>

### 3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"><li>• Get to know my team members</li><li>• Be human – show empathy and care for others</li><li>• Thank people and make them feel good</li><li>• Accept all - embrace different points of view</li><li>• Confront difficult situations with openness, sensitivity, care and empathy</li><li>• Pro-actively address exclusion and discrimination</li></ul>	<ul style="list-style-type: none"><li>• Exclude people because I find them difficult or challenging</li><li>• Ignore or belittle the ideas or thoughts of others</li><li>• Allow our own view to prevail not taking into account differences of opinion or approach</li><li>• Tolerate exclusion or discrimination</li><li>• Delegate to the same people as they always say “Yes” and avoid delegating to others</li></ul>

### 4. We are PASSIONATE & FUN

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"><li>• Act as a role model for others by demonstrating passion for my job and energy every day</li><li>• Go the extra mile – setting an example for the team</li><li>• Make time to celebrate success</li><li>• Inspire, develop and build my team</li><li>• Focus on delivering quality for myself and my team</li><li>• Create a culture of fun so that we can all enjoy what we do</li></ul>	<ul style="list-style-type: none"><li>• Act negatively - moaning and criticising</li><li>• Forget to celebrate</li><li>• Just do the minimum to get by</li><li>• Accept negativity or inappropriate behaviours in our teams</li></ul>

### 5. We are RESOURCEFUL

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"><li>• Bring solutions not just problems and complaints</li><li>• Take a “see it and own it” approach</li><li>• Make smart use of our resources</li><li>• Actively look outside for new ideas and research</li><li>• Attend and encourage others to attend training and conferences and bring back new ideas</li><li>• Understand what generates profit</li><li>• Free up budgets to spend where most needed</li><li>• Empower and coach my team to come up with their own solutions</li><li>• Make use of people’s skills from outside of work as well as at work</li></ul>	<ul style="list-style-type: none"><li>• Use resources just because we have them</li><li>• Say “no” just because of lack of resource</li><li>• Just go for quick wins because they are easy</li><li>• Allow wastage in our work areas</li><li>• Take on too much at once</li><li>• Create a stressful environment for myself or those around me</li></ul>