

Role Profile



St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	Corporate Governance Lead
Department	Corporate Services
Reports to	Head of Digital and Compliance
Location	Bury St Edmunds Head Office and Main Site

Background Information

Strong corporate governance is essential to ensuring the Hospice operates with integrity, transparency and accountability while meeting its legal and regulatory obligations. The Corporate Governance Lead plays a pivotal role in supporting the Board and Executive team by providing expert assurance, independent oversight and professional challenge across corporate governance, data protection and organisational change. This role helps create the conditions for effective decision-making, responsible risk management and the successful delivery of strategic priorities in a complex and highly regulated environment.

Job Summary

The Corporate Governance Lead provides strategic leadership and independent assurance across corporate governance, data protection and corporate change programmes. The role ensures that the organisation operates with integrity, transparency and compliance, while enabling effective decision-making by the Board and Executive team.

As the organisation's Data Protection Officer (DPO), the postholder provides expert advice, challenge and oversight on data protection and information governance, acting as the primary liaison with regulators where required. In addition, the role leads corporate level project management activity, supporting the delivery of strategic initiatives and organisational priorities across corporate services.

Key Accountabilities & Responsibilities

Corporate Governance

- Lead the organisation's corporate governance framework, ensuring alignment with legal, regulatory and best-practice requirements.
- Provide expert advice and challenge to Directors and senior leaders on governance, risk, compliance and ethical decision-making.
- Provide high-quality assurance reporting to the Board, Committees and Executive team, enabling effective oversight and scrutiny.
- Lead organisational risk management arrangements, ensuring risks are clearly identified, understood, escalated and managed.
- Act as a trusted governance business partner across the organisation, embedding strong governance into strategic and operational activity.
- Work collaboratively with the Clinical Governance Lead to support integrated and effective governance across the Hospice, ensuring that corporate governance, clinical governance, organisational assurance and risk management arrangements are aligned, proportionate and clearly reported, with clear boundaries of accountability and no unnecessary duplication.

Data Protection Officer

- Fulfil the statutory role of Data Protection Officer, operating with professional independence in accordance with UK GDPR and the Data Protection Act.
- Advise the organisation, Board and Executive team on data protection obligations, risks and best practice.
- Act as the primary point of contact with the Information Commissioner's Office (ICO) and other relevant regulatory bodies.
- Oversee the organisation's data protection and information governance framework, ensuring compliance and continual improvement.
- Promote a strong organisational culture of data protection, confidentiality and ethical information use.

Corporate Project & Change Leadership

- Lead and support corporate-level project management across corporate and non-clinical functions, and contribute to organisation-wide governance and assurance work where corporate and clinical responsibilities interface.
- Provide project assurance, governance and structured oversight for complex or high-risk corporate programmes.
- Work with Directors and senior leaders to define priorities, manage dependencies and track delivery of strategic initiatives.
- Embed proportionate project management and change control approaches that support accountability, pace and delivery.
- Enable clear reporting on progress, risks, benefits and outcomes to senior stakeholders.

Professional Judgement & Influence

- Exercise significant professional judgement in high-risk, complex and sensitive matters.
- Challenge constructively where governance, compliance or organisational risk is identified.
- Maintain credibility and effective working relationships with internal and external stakeholders, including regulators and professional advisors.

Job Scope

Decision making level	The postholder exercises specialist professional judgement in relation to corporate governance, organisational risk, compliance, data protection, information governance, assurance reporting and organisational change programmes. In their statutory capacity as Data Protection Officer, the postholder operates independently and escalates matters where required by law or regulatory expectation.
Financial resources	n/a
Other resources	Compliance Systems – responsible for implementation, running and ensuring systems accuracy and security. Ensure all information assets in the organisation are logged, controlled and managed by information asset owners. Full responsibility of the organisations Register of Processing Activities (ROPA)
People management	n/a
Legal, regulatory and compliance responsibility	Provide expert advice and assurance to the organisation on compliance with relevant data protection, information governance, corporate governance and regulatory requirements. This includes acting as a professional advisor on applicable legislation, regulatory frameworks and best practice guidance relevant to the Hospice and wider health and charity sectors.

Person Specification

Knowledge, qualifications and experience

Essential	Desirable
• Significant experience in a corporate governance, risk, compliance or information governance role within a complex organisation. • Demonstrable professional knowledge of data protection legislation, including UK GDPR and the Data Protection Act 2018. • Experience of applying information governance principles in practice, with evidence of continued professional development. • Experience of operating in, or closely supporting, a statutory or advisory role with professional independence (e.g. Data Protection Officer or equivalent). • Strong understanding of corporate governance practices, including policies, risk management, incidents and assurance reporting.	• A recognised project or programme management qualification (e.g. PRINCE2, MSP, Agile or equivalent experience). • Experience dealing with complex information governance, data protection or ethical decision-making issues. • Knowledge of organisational risk management frameworks and assurance processes. • Experience working with Boards, senior leadership teams or governance committees.

Skills and abilities

Essential	Desirable
• Ability to communicate clearly and confidently with staff at all levels of the organisation, including senior leaders, Board members and external regulators. • Strong analytical and problem-solving skills, applying professional judgement to complex governance, compliance and risk issues. • Ability to interpret complex legislative, regulatory and organisational information and translate it into clear, practical guidance. • Highly organised, with the ability to balance competing priorities and manage workload across multiple workstreams.	• Experience of presenting or reporting to Boards, Committees or senior leadership forums. • Ability to lead or facilitate change initiatives, projects or cross-functional working groups. • Coaching or mentoring skills, supporting the development of colleagues and promoting good governance practice. • Experience working in a regulated, healthcare or charity environment. • Confidence handling sensitive, high-risk or contentious matters with tact and sound judgement.

• Outcomes-focused, with the ability to plan, prioritise and deliver work that supports organisational objectives. • Ability to influence, challenge and support others constructively, contributing to continuous improvement and organisational learning. • Able to work effectively both independently and collaboratively, demonstrating credibility, discretion and professionalism.	
---	--

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**

July 2026