

Job Description

Governance & Compliance Support Officer (Grade V equivalent)

Purpose of the Role

The Governance & Compliance Support Officer provides structured support to the organisation's governance, quality, and compliance functions. The role supports the effective operation of Board and committee processes through accurate records, reporting, and follow-up, and contributes to organisational assurance through audit support, regulatory preparedness, and quality monitoring.

The post holder does not have responsibility for advising the Board or coordinating Board and committee meetings. The role is focused on governance documentation, quality systems, compliance support, data analysis, and reporting, with a strong emphasis on accuracy, confidentiality, and regulatory readiness.

Key Duties and Responsibilities

1. Governance Records & Secretariat Support

- Provide governance support through the preparation of accurate and timely records of Board and committee meetings, including minutes, decisions, and action logs.
- Maintain governance records, registers, and documentation in line with organisational policies and statutory requirements.
- Support follow-up and tracking of agreed actions arising from governance meetings.
- Ensure governance documentation is version-controlled, stored appropriately, and accessible for audit and inspection purposes.
- Support compliance with agreed governance frameworks, policies, and procedures through effective documentation and record-keeping.

2. Quality, Audit & Regulatory Compliance

- Support internal and external audit processes through collation of documentation, maintenance of evidence, and tracking of findings and action plans.
- Assist with ongoing HIQA compliance and regulatory preparedness by maintaining policies, procedures, and evidence folders.
- Support self-assessment, compliance monitoring, and quality review activity.
- Maintain audit, risk, and quality information using **VI Clarity** or equivalent quality management systems.

- Support the monitoring and follow-up of quality improvement actions arising from audits, inspections, incidents, and complaints.

3. Data, Reporting & Trend Analysis

- Collate and maintain data relating to audits, incidents, complaints, and quality indicators.
- Produce structured reports and summaries for senior management and governance committees, supporting oversight and assurance.
- Identify trends, recurring issues, and areas for improvement and escalate through agreed reporting channels.
- Maintain accurate databases, trackers, and logs to support governance and quality reporting.

4. Operational Governance & Quality Support

- Provide confidential support to the CEO and senior management in relation to governance, compliance, and quality documentation and reporting.
- Ensure governance and quality records comply with data protection and information governance requirements.
- Support continuous improvement of governance, quality, and compliance systems and processes.
- Undertake other governance- and quality-related duties appropriate to the role and grade.

Qualifications & Experience

Essential

- Relevant third-level qualification **or** equivalent experience in governance, compliance, quality, or a similar support role.
- Demonstrable experience of:
 - Minute-taking at Board or senior committee level
 - Maintaining governance documentation and records
- High level of IT proficiency, particularly in Microsoft Word, Excel, and document management systems.
- Excellent written communication skills and strong attention to detail.
- Proven ability to manage sensitive and confidential information with discretion.



Desirable

- Experience using **VI Clarity** or similar audit, risk, or quality management systems.
- Experience working in a **Section 39**, healthcare, public sector, or regulated environment.
- Knowledge of HIQA standards, audit processes, or governance frameworks.
- Experience supporting audits, inspections, or compliance reviews.

Skills & Competencies

- High level of accuracy and attention to detail
- Ability to manage priorities and deadlines
- Clear, concise written communication
- Professional judgement and discretion
- Ability to work independently within defined governance structures
- Strong organisational and record-management skills

Salary

- Salary equivalent to **HSE Grade V**, in line with Section 39 funding arrangements and organisational pay scales.