

Job Title	Governance Administrator
Team	Governance
Reporting to	Governance Team Lead
Responsible for	
Job purpose	To provide administrative support to the Professional Conduct Team
Key responsibilities	<ul style="list-style-type: none"> • Scan incoming mail and paper files. Upload to complaints management system • Track and record incoming paper files • Download and save electronic files • Monitor team mailbox – save and direct emails to Complaints management system • Prepare outgoing mail. Print and prepare recorded delivery and special delivery correspondence. Record accurately to complaints management system • Format, combine, encrypt and redact report documents • Input confidential data on to complaints management system, format and send emails • Answer telephone calls from the public and solicitors
Date	July 2025

	Essential	Desirable
Qualifications & training	<ul style="list-style-type: none"> • Administrative knowledge 	
Work experience	<ul style="list-style-type: none"> • General office experience 	<ul style="list-style-type: none"> • Experience of working in Regulatory environments • Experience of dealing with confidential documents
Knowledge & skills	<ul style="list-style-type: none"> • Microsoft skills • Working independently and as part of a team • Problem solving skills 	

-
- Solid time management and forward planning skills
 - Attention to detail
 - Sound telephone manner

Competencies & values

- Respectful
- Openness
- Progressive
- Inclusive
- Integrity

Other
