



Association of Pharmacy Technicians United Kingdom

Governance and Compliance Lead Job Description

Purpose:

The Governance and Compliance Lead is responsible for ensuring APTUK operates effectively, ethically, and in full compliance with its legal, regulatory, financial, and governance obligations. The role provides strategic and operational oversight of corporate governance, human resources, financial administration, organisational policies, compliance processes, and operational infrastructure.

The postholder will act as a key advisor to the Executive Team and Board of Directors, ensuring robust governance arrangements are maintained, statutory requirements are met, organisational records are appropriately managed, and effective systems and processes support the organisation's strategic objectives.

The Governance and Compliance Lead will oversee HR administration, payroll processes, financial planning, operational compliance, asset management, board induction, corporate record keeping, and conflict of interest management. They will play a critical role in ensuring APTUK maintains high standards of accountability, transparency, and organisational effectiveness.

Work base:

Home and external venues

Accountable to:

APTUK Board of Directors

Reports to:

President

Representing:

The membership of APTUK

Requirements:

Essential Knowledge and Experience

- Experience in governance, compliance, business administration, operations, or organisational management.
- Experience supporting boards, committees, senior leaders, or governance structures.
- Experience of HR administration, recruitment, and employee record management.
- Experience managing budgets, expenses, payroll processes, or financial administration.
- Experience developing and maintaining policies, procedures, and operational documentation.
- Experience managing confidential information and sensitive records.
- Experience coordinating organisational compliance, audit, or quality assurance activities.

Essential Skills

- Excellent organisational and administrative skills.
- Strong attention to detail and ability to maintain accurate records.
- Excellent written and verbal communication skills.

- Strong financial and analytical skills.
- Ability to interpret governance documents, policies, and procedural requirements.
- Competence in Microsoft Office applications, including Word, Excel, PowerPoint, Outlook, and Teams.
- Strong problem-solving and decision-making skills.
- Ability to manage multiple priorities and deadlines effectively.

Personal Qualities

- Professional, trustworthy, and highly confidential in approach.
- Strong commitment to governance, integrity, and accountability.
- Methodical and detail-oriented with excellent organisational skills.
- Proactive and solutions focused.
- Able to work independently and collaboratively with a wide range of stakeholders.
- Committed to supporting APTUK's strategic objectives and professional standards.

Time commitment:

The post is 22.5 hours per week; this will be delivered as 7.5 hours per day.

There will be a requirement to attend Executive Committee meetings which tend to be in the evenings, due to the voluntary nature of the organisation. These will be pre agreed and incorporated into regular working hours.

Other time commitments may include:

- One Branch meeting per year
- Executive Committee face-to-face meeting (one day, twice a year)
- APTUK Professional Conference & Exhibition (once a year)
- Other meetings (virtual and face-to-face) related to tasks, activities or projects connected to the role
- Ad hoc external meetings representing APTUK if requested as necessary

Remuneration package:

- £24,300 (£20.77 per hour) Salary to be paid in monthly instalments on the 27th of each month. This is Fixed Term for one year.
- Reimbursement of travelling and/or other expenses as indicated by Limited by Guarantee Articles and the Representative handbook
- Pension contribution
- 20 days annual leave plus 8 days Bank Holidays pro rata¹

¹ And any additional national holidays recognised e.g. State Funerals.

Job summary and key responsibilities:

Governance and Corporate Compliance

- Lead and maintain APTUK's governance framework, ensuring compliance with relevant legislation, regulations, Articles of Association, Standing Orders, and organisational policies.
- Advise the Executive Team and Board on governance matters and organisational compliance requirements.
- Ensure governance documentation remains accurate, reviewed, and fit for purpose.
- Support the development and implementation of governance improvements and organisational best practice.
- Maintain oversight of organisational risk and compliance activities.

Companies House and Statutory Obligations

- Ensure all Companies House submissions are completed accurately and within required timescales.
- Maintain statutory registers and corporate records.
- Monitor changes to company law and governance requirements, advising the Board on implications and required actions.

- Coordinate the preparation and submission of annual returns, confirmations, and other statutory filings.
- Maintain compliance with all legal and regulatory obligations applicable to APTUK.

Human Resources and Recruitment

- Oversee HR administration and employment processes across the organisation.
- Coordinate recruitment activities, including advertising vacancies, candidate administration, onboarding, and record keeping.
- Support workforce planning and organisational development activities.
- Maintain confidential employee records in accordance with legal and organisational requirements.
- Provide guidance on HR policies, procedures, and employment practices.
- Support performance management, wellbeing initiatives, and employee engagement activities where required.

Payroll and Financial Administration

- Coordinate payroll administration and ensure employees and contractors are paid accurately and on time.
- Maintain payroll records and liaise with payroll providers where appropriate.
- Support financial compliance and reporting requirements.
- Ensure appropriate controls and processes are in place for payroll-related activities.
- Assist with budgeting and financial planning activities.

Financial Forecasting and Operational Planning

- Support the preparation and monitoring of organisational budgets and financial forecasts.
- Provide financial and operational information to assist strategic decision-making.
- Monitor expenditure against agreed budgets and identify variances.
- Contribute to operational and business planning activities.
- Produce regular management information to support organisational sustainability and growth.

Banking and Expenses Management

- Administer organisational bank accounts and financial transactions in accordance with approved controls and authorisation processes.
- Process and monitor expenses claims, ensuring compliance with organisational policies.
- Maintain accurate records of financial transactions and supporting documentation.
- Support financial audits and financial reporting requirements.
- Ensure appropriate financial governance and accountability measures are maintained.

Policies, Procedures and Standard Operating Procedures (SOPs)

- Develop, review, maintain, and implement organisational policies, procedures, and Standard Operating Procedures.
- Ensure SOPs remain current, accessible, and aligned to operational requirements.
- Support staff, volunteers, and directors in understanding and adhering to organisational policies.
- Promote continuous improvement through effective process review and documentation.

Organisational Audit and Quality Assurance

- Coordinate internal audits and governance reviews to ensure organisational compliance and effectiveness.
- Monitor the implementation of actions arising from audits, inspections, and reviews.
- Maintain records relating to compliance, audit findings, and organisational improvements.
- Identify opportunities to strengthen governance, controls, and operational efficiency.

Board and Executive Support

- Coordinate induction programmes for new Executive Team members, Board Directors, and committee members.
- Ensure incoming leaders understand governance arrangements, policies, responsibilities, and organisational procedures.
- Maintain governance records relating to board appointments, terms of office, and declarations.
- Support the effective administration of governance meetings and related activities.

Conflict of Interest Management

- Maintain and regularly review declarations of interest for directors, executives, committee members, and relevant stakeholders.
- Ensure potential conflicts of interest are identified, documented, and managed appropriately.
- Provide guidance on organisational requirements relating to conflicts and ethical conduct.
- Maintain transparency and robust governance practices across the organisation.

Asset Management

- Maintain an accurate register of organisational assets including laptops, mobile phones, IT equipment, branding materials, and ceremonial assets such as the Chain of Office.
- Monitor allocation, maintenance, replacement, and recovery of organisational assets.
- Ensure appropriate security, insurance, and safeguarding arrangements are in place for organisational property.
- Support procurement activities where required.

Information Management and Records Administration

- Maintain effective filing systems for physical and electronic records.
- Ensure organisational documentation is securely stored and readily accessible when required.
- Manage document retention and archiving processes in accordance with organisational policy and legal requirements.
- Maintain confidentiality and data protection standards in all record management activities.

Physical Correspondence Management

- Manage incoming and outgoing physical correspondence on behalf of the organisation.
- Ensure correspondence is appropriately logged, distributed, actioned, and retained.
- Maintain professional communication with members, stakeholders, suppliers, and external organisations.
- Support the management of formal notices, governance communications, and official documentation.

Information Technology and Administrative Support

- Demonstrate competence and confidence in the use of Microsoft Office applications and organisational IT systems.
- Support the implementation and maintenance of digital administrative systems.
- Promote efficient use of technology to improve organisational effectiveness and record management.
- Liaise with external IT support providers where required.

Other duties (all Directors and Executive Committee members):

Communication

- Promote APTUK through all media sources in line with the Communication and Social Media policy
- Provide feedback, advice and support as needed to other members of executive committee to help them work effectively and promote a positive work environment
- Maintain continuous lines of communication, keeping the Board and Executive Committee informed of all critical issues

- Provide regular updates on your activities to include both internal (to the Board) or external (to members and/or interested parties) as needed

Governance

- Adhere to APTUK internal governance arrangements as set out in the Memorandum and Articles of the Association, standing orders and officers handbook
- Work within APTUK policy and procedures
- Champion high standards of conduct in line with APTUK values and behaviours
- To declare any direct/indirect pecuniary and non-pecuniary interests in matters to be discussed at meetings and not put themselves in a position where their personal interest or a duty owed to another, conflicts with the duties owed to the company.

Information management

- Maintain computer systems including user IT accounts and all computer hardware e.g. desktops, cabling, servers, printers etc. (where required) essential to the role
- Ensure any personal devices used to access APTUK IT systems comply with malware virus protection requirements
- File or archive/ all APTUK documents and records using APTUK secure storage and agreed structure in a timely manner
- To ensure APTUK is compliant with Data Protection legislation

Research and service development

- Participate in responses to external consultations and any other documents that requires responses from APTUK
- Keep up to date and abreast of national healthcare and pharmacy/pharmacy technician professional priorities

Personal Development

- Participate in APTUK personal development reviews (PDR) and develop own PDR
- Undertake regular continuing professional development (CPD) relevant to role
- Participate in monthly 1-2-1s with President or Vice President to discuss progress and agree objectives

Any other duty as agreed with the post holder and Board of Directors which may arise periodically.

Additional information

Probationary period

There is a probationary period of three months for new employees, during which time you shall be entitled to one weeks' notice. We may, at our discretion, extend this period for up to a further three months. During this probationary period your performance and suitability for continued employment will be monitored.

At the end of your probationary period, you will be informed in writing if you have successfully completed your probationary period.

Flexibility Statement

Please note: This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Confidentiality and legislation

All Directors and Executive Committee members of APTUK are required to maintain the confidentiality of members, colleagues and APTUK business and adhere to information governance in accordance with APTUK policy.

All Directors and Executive Committee members are required to have a personal awareness of the following legislation: Companies Act 2013, Equality Act 2010, Data Protection Act 1998, Bribery Act 2010, Health & Safety Act 1974

Diversity

All Directors and Executive Committee members must at all times carry out his/her responsibilities with regard to APTUK values. At all times it is required that responsibilities are carried out with due regard to colleagues and members to ensure all receive equal treatment.

Entitlement to sick leave and pay

If you are not able to come into work, you must inform the president or vice president as soon as possible on your first date of absence. You must state the reason for your absence and its likely duration. If you are off sick, and adhere to notification and certification procedures, you will normally be entitled to statutory sick pay for up to 28 weeks, subject to the scheme rules.

For further information, please see the Planned or Unplanned absence procedure, available in SharePoint. This procedure does not form a part of your contract of employment and may be changed from time to time. If we are concerned about your absence or health, you may be required to attend an appointment with an occupational health adviser at APTUK expense.

Health and Safety

As your workplace is your home, it is your responsibility to ensure that you maintain your area of work in a safe and secure manner. All documentation must be locked in a suitable metal cabinet when you are not performing your duties. You must ensure your property is secure and inform the APTUK of any attempted damage or theft to the APTUK property on your own property.

Line Managers

Each manager is responsible for the health and safety management of all activities, areas, and staff under their control. This includes responsibility for ensuring risk assessments are completed and the implementations of suitable and sufficient control measures are put in place.

Health and safety issues are dealt with at the lowest level of management practicable.

Where health and safety matters cannot be resolved at a particular management level the President must be notified

Pension scheme

You will be automatically enrolled into (employer's) pension scheme. Further details will be provided to you.

Risk management

It is a responsibility to report all accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

You are obliged to inform the Association if at any time in the course of term of office you are the subject of a police investigation or are convicted of a criminal offence.

You must also inform APTUK immediately if at any time during your term of office you are the subject of an investigation by the Independent Safeguarding Authority or are barred from either its Children's Barred List or Adults' Barred List. Failure to comply with these requirements may result in disciplinary action. You will be committing a criminal offence if you seek to undertake or undertake any Regulated activity while barred by the Independent Safeguarding Authority from either its Children's Barred List or Adults' Barred List.

The Working Time Regulations 1998 (SI 1998/1833)

You are required to comply with Working Time Regulations, including declaration of hours worked and breaks taken, completing written records if required, and reporting any instances where your pattern of working

hours may constitute a health and safety risk to yourself, the public and other APTUK staff. You have the right not to be subjected to any unlawful detriment by reporting any concerns under the Regulations.

Written by: Amy Laflin, President
Date: July 2026

Reviewed by: Gail Hall, Vice President
July 2026

Review date: July 2027

Signature of Post Holder: Date:

Signature of Director: Date:

Person specification: Governance and Compliance Lead

Requirements:

The post holder must:

- Demonstrate working experience of Business operations including governance, compliance, business administration, HR, finance and organisational management or a related field.
- Demonstrate ability to champion APTUK conduct, values and behaviours frameworks.

Personal quality	Essential	Desirable	Evidence
Education / Qualifications / Training	• Demonstrable experience and achievement in governance, compliance, business administration, HR, finance, organisational management or a related field. • Evidence of ongoing professional development relevant to governance, compliance, HR, financial management.	• Degree or equivalent qualification in governance, business administration, HR, finance, law, management or a related subject. • Relevant professional qualification or accredited training in governance, compliance, HR, finance or project management. • Membership of a relevant professional body.	• Relevant qualification certificates
Experience	• Experience in governance, compliance, business administration, operations, or organisational management. • Experience supporting boards, committees, senior leaders, or governance structures. • Experience in HR administration, recruitment, onboarding, and employee record management. • Experience managing budgets, expenses, payroll processes, and financial administration. • Experience developing, implementing, and maintaining policies, procedures, and operational documentation. • Experience managing confidential information and sensitive organisational records. • Experience coordinating compliance, audit, quality	• Experience working within a membership body, professional association, charity, educational organisation, or not-for-profit sector • Experience supporting financial forecasting, strategic planning, audit, risk management, or compliance frameworks	• CV / Resume • Interview • Reference

	assurance, or governance-related activities.		
Skills / Aptitude	• Excellent organisational and administrative skills. • Strong attention to detail with the ability to maintain accurate records and documentation. • Excellent written and verbal communication skills. • Strong financial, analytical, and problem-solving skills. • Ability to interpret governance documents, policies, procedures, and regulatory requirements. • Competence in Microsoft Office applications, including Word, Excel, PowerPoint, Outlook, and Teams. • Strong decision-making skills with the ability to exercise sound judgement. • Ability to manage multiple priorities, projects, and deadlines effectively. • Methodical, organised, and proactive approach to work. • Ability to work independently while building effective relationships with a wide range of stakeholders. • Professional, trustworthy, and highly confidential in handling sensitive information.	• Knowledge of social media metrics	• CV / Resume • Certificates • Reference
Knowledge / Ability	• Knowledge of governance, compliance, organisational management, and corporate administration principles. • Knowledge of company governance requirements and Companies House processes (desirable). • Understanding of employment legislation, HR best practice, and workforce administration (desirable). • Understanding of financial governance, budgeting, payroll, and financial controls. • Knowledge of audit, risk management, and compliance frameworks (desirable). • Ability to develop, implement, and monitor policies, procedures, and Standard Operating Procedures (SOPs). • Ability to support effective governance arrangements and maintain organisational compliance.		• Certificates • CV / Resume • Reference

	• Ability to manage confidential records, statutory documentation, and organisational assets. • Strong commitment to governance, integrity, transparency, and accountability. • Commitment to supporting APTUK's strategic objectives, organisational effectiveness, and professional standards.		
Values and Behaviours	• Professional: Uses knowledge, skills and judgement to deliver the highest standard of person-centred care • Committed: Dedicated to the profession, our members and the association • Demonstrates Integrity: Behaves honestly, openly, reliably and always takes responsibility • Collaborative: Works together and seeks involvement for the best outcomes • Visionary: Takes a proactive approach to lead and maximise the potential of the pharmacy technician profession for the future • Inclusive: Acts in an inclusive manner and encourages people to bring their whole selves to APTUK		• CV / Resume • Interview • Reference
Other requirements	• Committed to attending Executive Committee meetings, Professional Practice Hub meetings, APTUK Conference(s) and other external meetings as required • Committed to meeting the requirements of the role, balancing time-management to fulfil all duties.		• CV / Resume • Interview