

EXECUTIVE OPERATIONS & GOVERNANCE COORDINATOR

Job Description



**FALMOUTH
HARBOUR**

UK's Atlantic gateway.

Overall Purpose

A rare opportunity to join one of the UK's most dynamic and forward-looking harbours at a time of significant growth, change and investment. Falmouth Harbour is seeking an organised, adaptable and highly trusted individual to support the Executive Team and Board across governance, operations, communications and business support. This is a varied and evolving role at the heart of a busy statutory harbour authority, offering the chance to make a real impact.

The Executive Operations & Governance Coordinator provides proactive and high-quality administrative support to the Executive Team, CEO, Board Chair and the Board of Non-Executive Directors (NEDs) and its sub-committees. This role sits at the heart of the Harbour team, and this wide-ranging job requires a post holder that needs to be proactive and work on own initiative and have ability to manage competing priorities and operate calmly in a dynamic operational environment but with full support and direction from the Executive Team.

This includes organising meetings, governance and meeting administration, diary management, HR administration, finance support, and general administration. This role will grow and develop as the harbour grows.

Falmouth Harbour is particularly interested in candidates who can bring broader organisational skills and adaptability across areas such as communications, marketing, stakeholder engagement, events coordination or business support, alongside the core role.

Responsibilities and Duties

- Acting as the first point of contact for visitors to the office, dealing with phone calls, emails, enquiries and requests, and handling them as appropriate
- Liaising with customers, stakeholders, staff and others on behalf of the Executive Team and NEDs
- Harbour Governance administration; dealing with confidential papers, agendas, minutes, board packs, action tracking, board portal/document management, booking meetings and rooms and arranging and/or collecting refreshments
- Making travel and accommodation arrangements for CEO, NEDs and staff
- Supporting with HR activities as directed such as, recruitment, surveys and training scheduling
- Producing accurate and timely documents, organograms, briefing papers, reports, newsletters and presentations
- Maintaining the Falmouth Harbour website, social media channels, liaising with external Communications Consultant and coordinating events
- Ensure website and intranet content is up to date and regular news items are published
- Using SharePoint and Bizagi (training provided) to document processes, update and maintain company H&S and compliance records
- Update accounting system and maintain Excel spreadsheets, process financial transactions, reconciliations & reporting activities
- Assist the Finance Manager as required
- Liaising with external IT support company to provide and manage colleague accounts
- Supporting organisational information governance and digital administration; such as documentation and data back-ups and review of CCTV footage for incident support
- Undertake basic daily Health & Safety checks

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- Maintain accurate records across all areas as directed
- Assisting with the regular update and maintenance of carbon accounting records
- Liaise with customers and delivery companies to ensure that deliveries are handled appropriately
- Maintain stock levels and order stationery, refreshments and any other provisions as required
- Willing to train as a first aider, fire warden and mental health first aider
- Carry out additional responsibilities that may be reasonably requested as part of your role

Line of Accountability

Head of People & Corporate Services



Executive Operations & Governance Coordinator

Key skills and experience required

- The successful candidate will be practical, approachable, calm under pressure and comfortable working across a wide range of organisational activities.
- Excellent communication skills (both written and verbal)
- Strong numerical skills
- Organised approach and flexible attitude
- Able to undertake work in a highly confidential manner
- Strong IT skills
- Willingness to learn

Describe any Staff Management Role / any Advising or Coaching of Others

- This role does not have any management responsibilities.

What Spending Authority Does This Role Have - Define Spending Guidelines

- None, except purchases when instructed by supervisor or manager.

Describe any Health and Safety Responsibilities

The Health and Safety at Work etc Act 1974 is the primary piece of legislation covering occupational health and safety in Great Britain. It sets out the general duties which:

- Employers have towards employees and members of the public.
- Employees have to themselves and to each other.

Examples of your H&S responsibilities are below. Note this is not an exhaustive list:

- Assist in Risk Assessment/Procedure/Method Statement reviews.
- Report any accidents, incidents and near misses.
- Take great care for the health and safety of yourself and others, including the public.
- Co-operate with Falmouth Harbour to enable all H&S legal and other obligations are met.
- Act as first aider.

Falmouth Harbour Corporate Objectives

In addition, all employees have a role to play in the delivery of our corporate objectives, which are:

1. Sustainable Growth - Establish a surplus balance sheet, improve efficiency, and increase business resilience.
2. Great Place to Work - Deliver an excellent working environment for our people, where we all love to work, feel safe, work hard and have pride in Falmouth Harbour
3. Stakeholder Dividend - Invest and deliver new income streams, grow jobs, improve infrastructure, increase local GVA, provide continued improvement in customer services and community benefits.
4. Safe Harbour - Manage our Harbour to ensure a high level of safety, PMSC Compliance and security for all users.
5. Sustainability - An industry leader and advocate for change through supporting policy shift and demonstrating and highlighting good practice in industry.

Falmouth Harbour's 5 Values

1. **Wellbeing** – Fundamental to consider this in all that we do and utilise the Harbour as an asset for good.
2. **Clear Procedures** – Key to improving safety and quality of work - knowing what needs to be done when key.
3. **See it, say it, improve it!** Action and improve procedures after incidents. We all understand risks and link to returns.
4. **Our People and Community (future)** - Transparency and openness, pride in Falmouth Harbour, colleagues feel valued, improvement programmes.
5. **Make sustainable decisions** - Culture of improvement and change in behaviours in all that we do.

This Job Description is not intended to be an exhaustive list of your responsibilities and objectives. Falmouth Harbour reserves the right to require you to undertake such other tasks, duties or training as may be appropriate to your status and experience and on occasion, to work in other departments to enable the organisation to operate efficiently. This Job Description may be reviewed from time to time due to either a re-organisation of the company and/or outcomes of appraisals. Essential qualifications are required ahead of appointment.

Job Description last updated: May 2026

This Job Description is a controlled document; any amendments will be captured during the Executive Operations & Governance Coordinator Appraisal and put forward for approval to the Head of People & Corporate Services and CEO.