

JOB OUTLINE

Job title:	Clerking Coordinator – Governance
Job ref:	HFL1593
Hours:	30 hours per week (over 5 days) term time plus 2 weeks during Hertfordshire school holidays.
Salary band:	FTE £28,674 per annum (Pro-rata for reduced hours) - Salary dependent on experience
Contract:	Permanent
Reports to:	Clerking Officer, Governance
Team:	Governance Services
Location:	Hybrid working with flexibility, but with an expectation of 2 days a week in the Head Office in Stevenage or as required to meet business needs.

OUR COMPANY

HFL Education (Formerly Herts for Learning) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HFL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

JOB CONTEXT

Governance is a specialist team within HFL Business Services providing a fully traded service for the governing bodies of Hertfordshire's schools, academies, and multi-academy trusts.

In particular Governance provides fully traded services providing a range of support for:

- Governor training and development
- Clerking service
- Leadership service
- A range of consultancy options

Additionally, Governance provides statutory functions on behalf of Hertfordshire County Council.

Reporting to the Clerking Officer, the post holder will principally provide professional support of Governance's traded services with a key focus on clerking for schools, academies, and multi- academy trusts, which is one of the core traded services Governance provides.

PURPOSE OF THE ROLE

The post holder will provide a professional, wide-ranging and high-quality administration support service to HFL Governance Service team whilst maintaining the highest possible standards of customer care and professionalism at all times.

MAIN AREAS OF RESPONSIBILITY

- To be the primary point of contact and administrator for the clerking service via email and telephone.
- To respond to general queries from clerks, colleagues and customers and records on our central database (Bolddesk)
- To support payroll, by checking and administrating clerks' payment claims, including liaison with HFL Payroll to ensure clerks are paid accurately and timely
- To facilitate and administer all clerking requests for adhoc panels and additional meetings
- To ensure that annual contracted work is accurately tracked, and additional requests are charged accordingly, in line with company procedures.
- To respond to and administer all clerking subscription enquiries, liaising with contracts and finance teams as necessary
- To provide quotes and information to schools interested in purchasing HFL clerking services
- To provide support with procedural clerking advice

- To administer all arrangements for clerks' training and briefings and provide background technical support of these online webinars
- To support the Clerking Officer in work relating to the financial year end and contract renewal process
- To monitor requests for clerking cover and ongoing vacancies and support the allocation of these deployments in liaison with the Clerking Officer
- To support the Clerking Officer operationally, providing cover in their absence
- To support with the induction of new clerks
- To promote GovernorHub with clerks to ensure efficient and effective use by clerks
- To build and develop a knowledge of clerking procedures and governance, keeping abreast of changes to government policy (training provided)
- Support a culture of continuous improvement and customer feedback evaluation through customer surveys and sharing results with the team, highlighting areas of concern.
- To support the monitoring of school contracts and ensuring governance records are up to date
- To support with the sharing of governance information with the network of clerks and customers
- To file and record receipt of governor minutes
- To work flexibly within the team and provide administration support as and when needed to other areas of the Governance Services Team.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary to meet business needs.

PERSON SPECIFICATION

Knowledge of:

- Understand school governance and clerking procedures (desirable)
- Be familiar with the system GovernorHub (desirable)
- Understand school education (desirable)

Although the above criteria is desirable, candidates will also be considered who have a willingness to learn; as training can be provided

Experience of:

- Providing high level self-led administration, but also be able to work as part of a wider team
- Working within a customer focused role
- Microsoft Office including using MS teams or similar platforms
- Accurately recording data in Excel
- Communicating with a range of people at all levels
- Video meetings and webinars

Skills and abilities:

- Ability to provide a wide range of professional administration services to teams/individuals, with excellent attention to detail
- Support and action a wide range of customer queries / concerns in a professional manner
- Provide a high level of customer service – on the telephone and by email
- Be able to build and maintain effective working relationships with a wide range of people and work co-operatively with others, as part of a team
- Have a positive approach to the workplace whilst being an advocate of customer care
- Have strong organisational skills and time management skills; being able to work on numerous activities simultaneously, identifying and amending priorities accordingly.
- Be self-led in accordance with the Clerking Annual Workplan
- Be discreet and able to ensure confidentiality
- Able to be adaptable, flexible, and dependable
- Confidently and competently use Microsoft Office software packages and the internet
- Be self-motivated to keep IT and other skills up to date and able to demonstrate a genuine desire to learn new technology/applications/areas of work

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Kelly King, Clerking Officer via email at clerking@hfleducation.org and provide your mobile no. so a mutually convenient time can be arranged to discuss the role.

To apply, email hfl.recruitment@hfleducation.org with a detailed CV along with a personal statement advising the candidates suitability to the role and include responses to the following questions:

1. **Please describe your experience of working with schools, school governance or within an education-related setting.**

Where you do not have direct governance experience, please outline how your skills and experience are transferable to supporting governance professional clerks (GPCs).

2. **This role involves a high level of organisation and administration within a busy and varied service.**

Please provide an example of a time when you managed multiple priorities or deadlines, explaining how you organised your work, maintained accuracy, and the outcome achieved.

3. **Supporting GPCs and schools requires clear communication and reliable administrative support.**

Please give an example of how you have used administrative systems, processes or records to support a range of stakeholders, and how you adapted your approach to meet differing needs.

4. **The Clerking Coordinator role supports the leadership of the clerking service and contributes to continuous improvement.**

Please explain what interests you about this role and how your organisational, administrative and people skills would help you contribute positively to a collaborative and supportive team.

Closing Date: Midnight Monday 22nd June 2026

Interview Date: Monday 29th June 2026 in Stevenage.

EQUAL OPPORTUNITIES

HFL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HFL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates

without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

DISCLOSURE AND BARRING SERVICE

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

INTELLECTUAL PROPERTY RIGHTS

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.