

Governance and Compliance Officer

Hiring booklet

Deadline for applications:

12 midnight, Sunday 9 November 2025



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh

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1. About the National Adult Literacy Agency

The **National Adult Literacy Agency (NALA)** was set up by volunteers in 1980. Now we are a membership-based organisation, a registered charity and a company limited by guarantee. SOLAS, the Further Education and Training Authority is our main funder. Our vision is that adult literacy is a human right. We believe that everyone in Ireland should have the chance to develop their literacy, numeracy and digital skills to take part fully in society.

Findings from the Organisation for Economic Co-operation and Development (OECD) Survey of Adult Skills 2023, released on 10 December 2024 (Central Statistics Office CSO 2024), show the following:

- **1 in 4** adults in Ireland (25%, around 835,000 people) do not have basic proficiency in **numeracy**. These adults **at best** can do basic calculations but may struggle with tasks needing multiple steps.
- **1 in 5** adults in Ireland (21%, around 700,000 people) do not have basic proficiency in **literacy**. These adults **at best** can understand short texts and organised lists, when information is clearly indicated.

Other findings on digital skills in 2023, from the Digital Economy and Society Index (European Commission 2024), show that:

- **More than 1 in 4** adults in Ireland (27%, just over a million people) do not have basic **digital** skills. These adults may struggle to find information on a website or use a touchscreen, for example.

These unmet needs have devastating consequences for individuals, communities and the economy. People at the lowest literacy and numeracy levels earn less income, have poorer health and are more likely to be unemployed.

Our main activities are our advocacy, research and policy work, providing information and support to adult learners and adult literacy educators. We also operate a plain English editing and training service.

We are an equal opportunity employer. See the **NALA website** for more information.

2. About the position we are hiring for

2.1 About the position

We are looking for a motivated, energetic and results driven team player to join our organisation and to help us achieve our vision. As Governance and Compliance Officer you will play an important role in the development and management of NALA's corporate services.

You will support NALA's Chief Executive Officer (CEO) and Finance and Corporate Service Manager to ensure that NALA's governance, compliance arrangements and documentation are efficiently organised and implemented and reflective of best practice.

You will oversee NALA's framework for monitoring and reporting compliance with all relevant legislative and regulatory requirements. You will also ensure we have robust risk management and policy frameworks and documentation in place and that they are operational and up to date.

This is a varied and interesting role. It provides a great opportunity for career development in governance and compliance in the voluntary sector.

The ideal candidate will have strong prior experience in one or more of areas of Corporate Governance, Risk Management, Compliance, Human Resources or Quality Assurance.

2.2 Job description

Reporting relationship and key responsibilities

Reporting to NALA's Finance and Corporate Services Manager, you will undertake the following key responsibilities:

Governance

- Manage the scheduling, communication and documentation for NALA's Board and four subcommittees, and any other committee, as requested by the CEO, that may be in place from time to time.
- Ensure the preparation and delivery of NALA's Annual General Meeting is in accordance with NALA's Constitution and the Irish Companies Act 2014.
- Prepare papers and advise the CEO, Chair of the Board and subcommittee Chairs and staff on governance matters, supporting them with administration.
- Prepare and maintain Board and subcommittee documentation in an orderly and accessible format and proactively follow up actions, filing and circulation of minutes.
- Prepare and ensure all relevant filings with all regulatory bodies as required.
- Ensure NALA's governance registers are up to date.
- Co-ordinate and deliver inductions for new Board members and organise training for Board members.
- Draft and advise on third party contracts for the organisation as required.
- Liaise with NALA's legal advisors on relevant matters as directed by the CEO and, or Finance and Corporate Services Manager.
- Keep up to date on changes in governance, legislation and regulation and bring these to the attention of NALA management and Board.

Compliance

- Maintain and enhance NALA's framework for ensuring it is compliant with all legislative requirements and best practice, including Data Protection, Health and Safety, Safeguarding, and Employment Law.
- Monitor and research changes in compliance requirements, analyse their impact for NALA and recommend the actions needed to the Management Team and Board Chair.
- Ensure relevant mandatory staff training is implemented and logged.
- Maintain NALA's Register of Members in accordance with company law.

Risk Management

- Support the Management Team in the development and implementation of NALA's risk management framework.
- Co-ordinate updates to NALA's risk registers and ensure reports are available for key meetings.

- Advise the Management Team on developments related to risk management.

Policy

- Maintain NALA's corporate policies and schedule of updates.
- Ensure policies are updated or drafted, drafting the policies, where required.

Human Resources

- Advise and support in the identification and implementation of mandatory staff and Board training.
- Advise on changes required to employee contracts and other mandatory documentation required to comply with Company and Employment law.

2.3 Experience and qualifications

Applicants should have the following experience, attributes and qualifications:

Essential Criteria

- A relevant third level qualification or a minimum of 5 years' work experience in governance, compliance or a similar function.
- Experience of one or more of the regulatory and compliance requirements relevant to NALA, such as Charity Law and Regulation, Company Law, Data Protection Legislation, Health and Safety Legislation, Employment Law.
- Experience in drafting accurate, accessibly written and concise policies, reports and minutes of meetings.
- Exemplary personal time management, organisational, multi-tasking and project management capabilities.
- Excellent interpersonal and communication skills, and ability to establish trust and collaboration with individuals at all levels of an organisation.
- Excellent writing and editing abilities and strong attention to detail.
- Strong work ethic, personal drive and commitment to attaining results.
- Ability to work effectively on your own initiative and with NALA teams and committees.
- Ability to strategically problem-solve, analyse and interpret complex information, make recommendations and contribute to decision-making.

- Advanced experience in Microsoft Office (Word, Excel, PowerPoint, Teams, SharePoint).
- Flexibility to undertake other duties to support NALA's strategic objectives and staff when required.
- An understanding and appreciation of NALA's mission and values.

Desirable

- Company Secretary Experience or qualification an advantage
- Experience of Privacy Engine and Salesforce
- Experience dealing with a Regulatory Body or bodies
- Experience of the charity and, or not for profit sector
- A good understanding of the Irish and European legislative processes

Eligibility for the role

Applicants must:

- meet one of the following citizenship requirements:
 - A citizen of the European Economic Area (EEA) which includes the European Union members states, Iceland, Liechtenstein and Norway; or
 - A citizen of the United Kingdom (UK); or
 - A citizen of Switzerland; or
 - A non-EEA citizen who has a Stamp 4 or Stamp 5 visa from the Government of Ireland.
- be either based in Ireland or willing to relocate. Relocation assistance is not provided.

2.4 Summary of the pay and conditions

Pay: The starting salary for the position will be at a point on NALA's Administrative Officer scale ranging from **€36,864-€64,358**. Progression on the scale is subject to NALA's pay policy, satisfactory service and NALA's financial resources.

Pension: NALA offers a group pension scheme with an employer contribution of 10%.

Hours: Full time, 35 hours a week.

Contract term and probation: The position is initially offered for 3 years on a fixed term basis. The contract may be renewed subject to satisfactory performance and NALA's financial resources. A probationary period of 6 months will apply from your start date.

Location: Hybrid (Sandford Lodge, Ranelagh, Dublin 6 and home). NALA has a Hybrid Working Policy that allows you to apply to work from home up to three days and in the office for a minimum of 2 days a week.

Annual Leave: 24 days a year subject to NALA's annual leave policy and your working full time (35 hours over 5 days). This is exclusive of the public holidays and company days that NALA grant for Good Friday and Christmas (Christmas Eve and all days falling before New Year's Day).

Other benefits include training and development opportunities, sick pay above the legal minimum, Employee Assistance Programme, Support for Cycle to Work and Tax Saver Ticket Schemes.

The above represents the primary pay and conditions of service. It is not the complete list which will be included in the employment contract and staff handbook that will be provided to the successful candidate.

3. About our hiring process

How to apply

Applicants should email a Cover Letter and Curriculum Vitae (CV) in one document to recruitment@nala.ie by **12 midnight, Sunday 9 November 2025**.

The cover letter should outline:

- how you think your experience and qualifications match the criteria discussed in Section 2.3 above; and
- why you want to work with us.

The Cover Letter and CV should be:

- saved as one document
- named using the following format:

Last Name_First Name_NALA_GCO

For example: Bloggs_Joe_NALA_GCO

- emailed to recruitment@nala.ie by **12 midnight, Sunday 9 November 2025**.

Please note: Only applications that have followed the instructions above will be considered.

*In your cover letter, please let us know where you heard about this advert.

If you do not receive an acknowledgement within 5 days of applying, please email:
recruitment@nala.ie

Selection process

The selection process will include a shortlisting of applicants based on their cover letter and curriculum vitae (CV). Shortlisted candidates will be called for interview. All applicants will receive an acknowledgement of their application and final notification of the outcome of their application.

Shortlisting

A shortlisting process is done by a panel of persons to select applicants for interview. The panel will review applicants' cover letter and CVs against the essential and desirable criteria. The panel will decide which applicants appear most suitable for the position and invite those applicants for interview. Shortlisted candidates may be required to submit further information before the interview.

Interview

NALA will invite shortlisted candidates to interview by a panel. The interview will explore how the candidate meets the essential and desirable criteria and their relevant experience to date. Candidates may be called asked to complete a short task as part of the interview

process. If required, candidates may be called for a second interview. Further information will be provided to shortlisted applicants before the interview.

Date of interview: Interviews for this position are provisionally scheduled to take place during the week of 1 December 2025. If you are shortlisted, you will be notified of interview dates and arrangements at the earliest opportunity. It will be your responsibility to make yourself available for interview as advised. If you do not attend for interview at the time agreed with NALA, your application will not be progressed.

Candidate feedback

We will provide you with feedback on your application and or interview if you submit a written request to recruitment@nala.ie.

Confidentiality

Please note that all personal data shall be treated as confidential in accordance with the Data Protection Acts 1988 to 2018.

Canvassing will disqualify.

4. Queries

Suzanne O'Beirne
Plain English and HR Administrator
National Adult Literacy Agency
01 412 7900
recruitment@nala.ie

NALA does not require the assistance of recruitment agencies to fill our vacancies.