

Governance Manager

**Salary – PO3 £35411 - £38296
(23/24 pay award pending)**

Following a review of business need we have an exciting new position for a Governance Manager?

The main duty of the role is to provide a central support service to the Head of Corporate Services, Senior Management Team, and Housing Board in respect of all aspects of corporate governance, data protection and information governance.

This is an opportunity for you to shape this new role ensuring that STAR (Shropshire Towns and Rural) delivers a co-ordinated and focused governance function for STAR. Acting as the Data Protection Officer, you will be the first point of contact for data protection matters and responsible for maintaining governance and compliance systems and processes which ensure regulatory and legal requirements are met across the organisation.

You will support the Board and its Subcommittees ensuring that their strategic and legal responsibilities are met, whilst establishing an effective system of policy and procedure management.

We are looking for an enthusiastic self-starter with a high level of governance knowledge and experience. Experience of supporting a Board and policy writing & reviews would be an advantage.

The post is based primarily in Shrewsbury, but travel across the county to the Bridgnorth and Oswestry areas may be required.

Who are Shropshire Town and Rural Housing?

We are an Arm's Length Management Organisation with responsibility for the management of all 3995 Shropshire Council owned homes in the Oswestry & Bridgnorth areas. We put the needs of our residents at the centre of how we deliver our services, in line with our vision, **"listening to our residents, together we create quality homes and vibrant communities"**

What will you get in return?

- Up to 33 days annual leave per year, plus bank holidays
- Access to Local Government Pension Scheme (employer contribution rate of 19%)
- Hybrid Working Policy
- Employee Benefits Portal, including the introduction of a salary sacrifice car scheme
- Wellbeing Support Package, which includes access to top counselling and physiotherapy services
- Training and development opportunities

For an informal discussion please contact Ros Bridges on 01743 210222.

Please send your completed application form to jobvacancies@starhousing.org.uk

Closing dates for application: 9.00am, Monday 3rd July 2023

Interviews week commencing 10th July 2023

Job Description

1a Details of Post

Title: Governance Manager

Post Number: TBC

Grade and SCP: PO3, SCP29 – 32

Reports to: Head of Corporate Services

1. Main Purpose

- To support the Company Secretary by managing governance and regulatory compliance services for STAR Housing.
- Act as the company's Data Protection Officer, supported by the Personal Assistant, providing a first point of contact for data protection matters and maintaining records of data processing activities carried out by STAR.
- Providing support to the Senior Information Risk Officer (SIRO) and advice and guidance to staff on data protection requirements.
- To effectively build and manage partnerships with all relevant internal and external service providers and regulatory bodies that contribute to delivering a co-ordinated and focused Governance function for STAR.

Key Responsibilities

Develop, manage and continuously improve the provision of support to the Board and its Subcommittees including:

- Developing and maintaining positive working relationships with the Board in order to support its members in the most effective way.
- Developing and managing the recruitment, appointment, appraisal and resignation processes for board members;
- Creating and implementing a quality and accurate board member induction programme which supports their strategic and legal responsibilities as well as providing business orientation.
- Co-ordinating requests for information and advice from board members, including liaising with external partners if required;
- Providing or procuring advice, training, toolkits and guidance for board members on their roles and responsibilities and the governance and legal structure of the group;

- Providing technical advice on and managing the provision of administrative support for dealing with Board member appeal hearings.

To provide administrative support services to the Board and SMT to include:

- Arranging minute taking ensuring all decisions are recorded accurately and in a way that shows how board members are fulfilling their statutory duties
- Compiling board reports on behalf of the Company Secretary on governance matters
- Provision of accurate regulatory information to boards; preparation of matters arising schedules;
- Board meeting planning and setting and diary management for boards.
- Develop, maintain and continuously improve and implement a probity framework which both meets legal and regulatory requirements and provide probity advice, guidance and training for staff and board members.

Manage the delivery of the Company's legal and regulatory compliance framework by:

- The establishment, maintenance and continuous improvement of governance and compliance systems and processes which ensure regulatory and legal requirements are met;
- Maintaining statutory books and records, including registers of members, directors and secretaries, shareholders and other records in compliance with regulatory requirements;
- Working with the finance, audit and board teams to achieve accounts sign off and smooth running of the AGM.
- Ensuring appropriate information is collected from Board members which enables the organisation to provide the correct information for its compliance framework.
- Manage the timely and accurate reporting on compliance issues to regulatory bodies, including the HCA regulatory ('NROSH') returns.

Manage the organisation's responsibilities in relation to information management and security:

- Establish an efficient and compliant approach to document management and information management
- Ensure GDPR compliance is upheld throughout the organisation and establish appropriate policies and registers
- Establish procedures for the effective management and review of Freedom of Information and Subject Access Requests, ensuring that any requests are complied with in line with organisation policy and relevant legislation requirements.

Policy management:

- Establish an effective system of policy and procedure management and ensure compliance across the organisation, providing training/comms where needed.
- Manage the process of policy exemptions.

Performance & Customer Focus

- Engage with service users and maintenance of an appropriate personal profile.

- Adopt a customer focused approach when delivering their service.
- Act as an advocate for their service and work collaboratively with colleagues across STAR Housing to meet the needs of the customer.
- Meet individual performance and personal development targets agreed through the Personal Development Review Process, learns from experience and is committed to continuous improvement individually and as an employee of STAR Housing.

Conditions of Service

The conditions of service are those laid down by STAR Housing, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

- a) The post is based at The Spruce Building, Shrewsbury, however a Hybrid Working Policy is in place.
- b) This post is subject to the following:
 - The post is Permanent for 37 hours per week.
 - Occasional evening work may be required.
 - The post is subject to the organisations' Annualised Hours Scheme.
- c) This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.
- d) Annual leave entitlement is 28 days per year, rising to 33 days after 5 years' service, two of which need to be held for Christmas Closure's. In addition, staff receive statutory bank holidays and a concessionary day at Christmas is given at the Company's discretion.
- e) The appointment is subject to three months' notice in writing on either side.
- f) The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.
- g) Smoking is not allowed in STAR Housing buildings, vehicles or in any STAR Housing places of work.
- h) It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on STAR Housing business at the rate of 45 pence per mile.
- i) The post may require attendance at meetings and events outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary.

Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form.

**Person Specification
Governance Manager**

Attributes	Essential/Desirable	Method of Assessment
Qualifications (or equivalent skills)	<p>Essential:</p> <ul style="list-style-type: none"> • Institute of Chartered Secretaries and Administrators or relevant/equivalent. 	Documents & Interview
Experience and Knowledge	<p>Essential:</p> <ul style="list-style-type: none"> • Significant experience of company secretary or governance role. • Knowledge of Housing Sector legislation, policy and guidelines affecting the sector. • Experience of managing and supervising a team • Knowledge of GDPR requirements 	Documents & Interview
Specialist skills and abilities	<p>Essential:</p> <ul style="list-style-type: none"> • IT literate (Microsoft Office, Outlook, Excel and PowerPoint). • Highly competent minute taking skills. • Attention to detail and an ability to extract key messages from complex analysis. • Ability to scope, manage and deliver projects effectively. • Ability to work sensitively with confidential information and with a high level of autonomy. 	Scenario, Documents, Interview & Test

	<ul style="list-style-type: none"> • Excellent communication skills along with independence, self-motivation, analytical skills, attention to detail, time management skills and an ability to work under pressure and to tight deadlines. • An ability to think strategically, making a significant contribution to the formulation of policy, processes and improvements. • Strong interpersonal skills including an ability to interact effectively at all levels in the organisation. • A drive for continuous improvement. 	
<p>Special working conditions</p>	<p>Essential:</p> <p>The post will require attendance at meetings and events outside normal working hours, therefore a flexible working pattern within the hours for the post will be necessary and access to own transport.</p>	<p>Documents & Interview</p>

Please ensure that the Job Description and Person Specification are used as a guide when completing your application form. All of the criteria will be assessed via your application form; further methods will be used to support this in the interview stage.