



# Governance & Assurance Officer

Recruitment Pack - June 2025

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# Welcome

**Dear Candidate,**

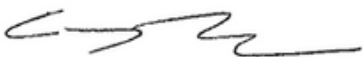
Thank you for your interest in the Governance & Assurance Officer position at South Liverpool Homes (SLH). We hope the information in this pack gives you a flavour of who we are, what we do and our passion for the communities we serve.

As an organisation, we are seeking people who can bring diverse and creative thinking, who care about our purpose, and who fully support our vision, values and commitment to our customers. We welcome applications from all backgrounds, cultures, perspectives, and experiences to support innovation, creativity, and to help us build strong, balanced teams that reflect the communities we serve and imagine for our customers.

If this sounds like you and you could make a real contribution to our organisation and how we support and engage with our customers, we would love to hear from you.

Thank you for your interest and we look forward to receiving your application.

Yours Sincerely



**Mark Chambers**  
Executive Director of Finance





# About South Liverpool Homes

South Liverpool Homes is a community benefit society registered and regulated by the Regulator of Social Housing (RSH).

We are the parent company of Avela Home Service, which is a joint venture with Penny Lane Builders. It's a unique and innovative partnership which is responsible for delivering repairs and maintenance services to our customers.



Since our formation, we have invested heavily in our assets to make them safe, warm, and quality homes. But we are not just about homes, we also invest in our neighbourhoods and services to make our homes, and the neighbourhoods in which they are located, sustainable, while at the same time improving the life chances of our residents.

Our vision is:

## Great homes | Strong communities | Bright futures

This vision supports our mission to provide homes and services to those in need. As a social landlord and a major stakeholder in the communities where we work, it is our duty to tackle societal issues; closing the gap on the multiple inequalities that our communities face. Fundamental to this is the provision of good-quality housing that people are proud to call their home.

**We will achieve our vision through four key strategic themes:**



# About South Liverpool Homes

SLH is a forward-thinking and dynamic organisation that truly has our tenants at the heart of what we do. Although our core purpose is as a social landlord, we do so much more. We provide services that help change lives.

## Our values underpin everything we do



**we are  
professional**

We will treat people and their homes with fairness and respect

We will develop and maintain the relevant knowledge and skills to do the job

We will communicate in a clear and timely manner



**we  
care**

We will speak up to keep people safe and well

We will ensure the voice of our community is heard

We will support each other



**we take  
ownership**

We take personal responsibility for our words and actions

We will do what we say we will

We will use feedback to learn and improve



**we make  
it happen**

We will work together to improve our services

We will encourage and support new ideas and initiatives

We will complete what we have started



**we are  
inclusive**

We will create a safe environment for people to be themselves

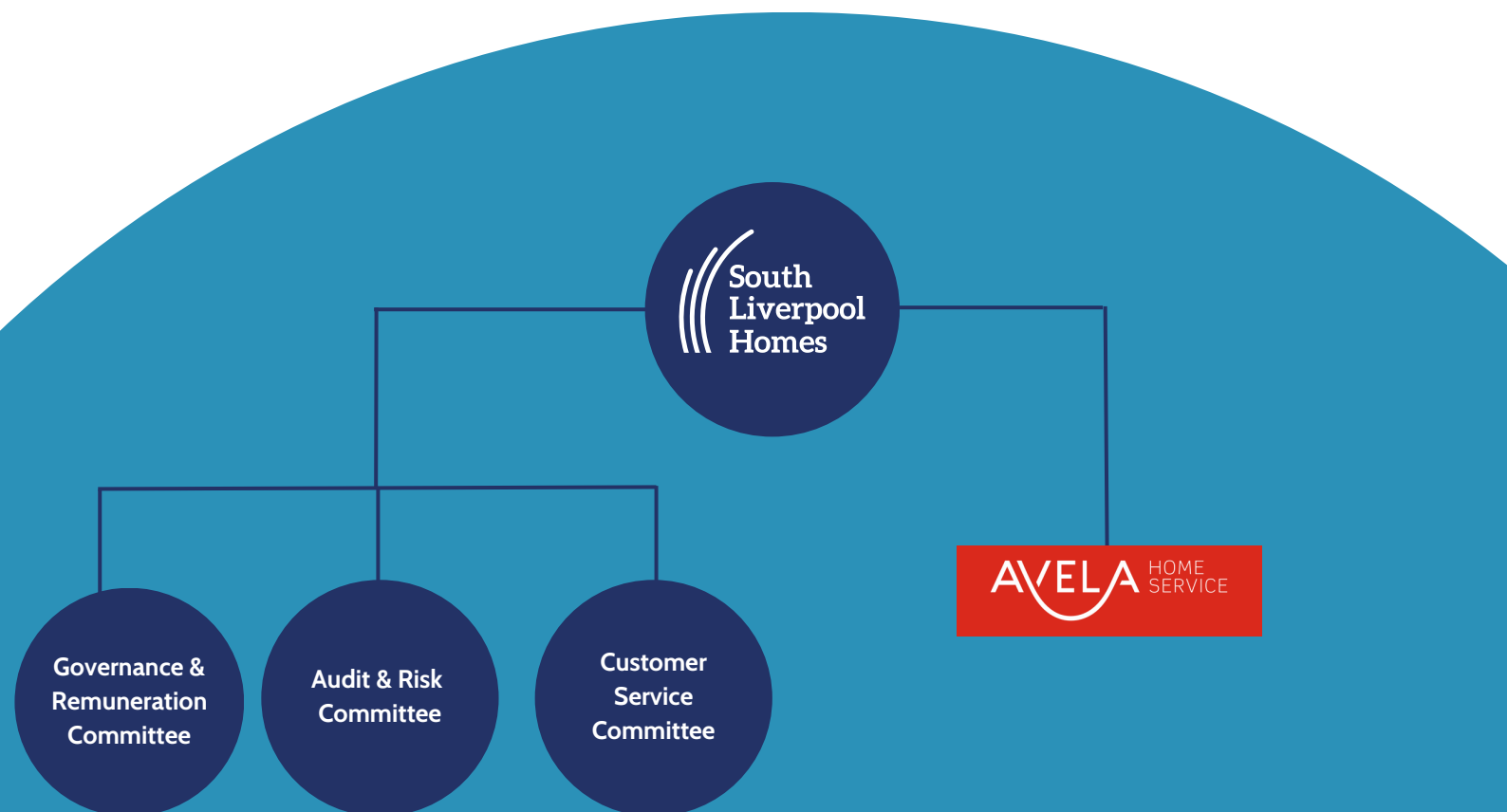
We will respect and value each other and listen with an open mind

We actively seek diverse perspectives

Avela Home Service LLP is a joint venture between South Liverpool Homes and Penny Lane Builders.

Avela Home Service's activities include but are not limited to:

- Responsive repairs and maintenance
- Cyclical and planned improvement works
- Specialist property adaptations
- Out-of-hours call handling and emergency repairs service





# Key locations



South Liverpool Homes  
Parklands  
Conleach Road  
Speke  
L24 0TY  
[0330 3033000](tel:0330 3033000)



Avela  
Unit 7 The  
Matchworks  
Speke Road,  
Liverpool L19  
2RF ·

Unit 7,  
Penny Lane House,  
Evans Road,  
Speke,  
Liverpool  
L24 9PB



Ganworth Road  
Speke  
Liverpool  
L24



Reach  
Speke Library  
Conleach Road  
Speke  
Liverpool  
L24 0TY



# Job Description

**Job title:**

Governance & Assurance Officer

**Responsible to:**

Governance & Assurance Manager

## Main Purpose of Job

Deliver highly efficient, professional, and comprehensive administrative support to ensure SLH's governance arrangements comply with legislative and regulatory requirements.

## Key objectives and tasks

- Support Board, Committee, and Executive meetings – agenda setting, the preparation of papers, and minute taking.
- Organise and record evidence to support SLH's governance activity for South Liverpool Homes and subsidiary Boards and Committees.
- Support the implementation of the Risk Management Framework.
- Support the implementation of the Governance Framework and governance policies ensuring thorough records and key deadlines are met to provide assurance of SLH's continued compliance with regulatory standards.
- Oversee and support the scrutiny panel including administration/logistics of service reviews, writing of reports from service reviews, and monitoring progress against recommendations.
- Support the maintenance of the Declaration of Interest, Gifts & Hospitality and Fraud registers.
- Respond to member and colleague queries in a timely and effective manner.
- Administer SLH's Policy Framework, working with policy owners to ensure policies are reviewed in line with SLH's Policy Toolkit and meet legislative and statutory requirements.
- Assist in the preparation of governance reports for Boards and Committees.
- Keeping up to date with legislative requirements and best practice and identifying areas of improvement. Monitoring their implementation and raising areas of concern promptly.
- Supporting procedures for effective governance including member recruitment and induction, and ongoing member learning and development.
- Support governance-related projects.
- Support the maintenance of our procurement record keeping and supplier management systems in line our internal governance obligations.



# Job Description

## General Terms & Conditions:

- Meet performance management targets and support the delivery and achievement of corporate objectives.
- To undertake any other tasks and duties within the scope and grade of the post.
- To carry out all duties with due regard to the provisions of Health and Safety Legislation.
- Be prepared to work flexibly outside normal office hours.
- To be aware of SLH safeguarding policy and to take responsibility to act as an alerter.
- Agree to act in accordance and actively promote SLH's Equality & Diversity commitments in all areas of work.
- To promote and adhere to our organisational values and behaviours in all aspects of your work.
- To support a collaborative approach towards resolving complaints, working with colleagues across teams and departments to help identify, record and respond to complaints and identify and embed learning.

## Qualifications

| Specification   | Desirable/Essential | Method of Assessment |
|---|---------------------|----------------------|
| Good standard of secondary education (including maths & English GCSE minimum grade 4 or C). | E                   | SS/CV                |
| Governance qualification  | D                   | SS/CV                |

## Experience

| Specification  | Desirable/Essential | Method of Assessment |
|--|---------------------|----------------------|
| Previous experience working in a compliance or executive assistant role.                                       | E                   | CV                   |
| Managing and coordinating management/board meetings from agenda set up to the follow up of action points.      | E                   | CV/SS                |
| Proven experience in accurately taking, preparing and distributing detailed minutes of meetings.               | E                   | SS/I                 |
| Maintaining and updating procedures and business documentation to ensure compliance with regulation and policy | E                   | SS/I                 |
| Working in a social housing or other regulated sector  | D                   | CV/SS                |

## Knowledge

| Specification  | Desirable/Essential | Method of Assessment |
|--|---------------------|----------------------|
| Governance principles, including the roles and responsibilities of boards and committees           | E                   | SS/I                 |
| Familiarity with GDPR and other compliance standards, ensuring data and documentation security     | E                   | SS                   |
| Awareness of risk management processes and how governance supports organisational risk mitigation. | D                   | I                    |
| National Housing Federation Code of Governance   | D                   | SS                   |
| Regulatory Framework for Social Housing  | D                   | SS                   |

## Skills

| Specification   | Desirable/Essential | Method of Assessment |
|---|---------------------|----------------------|
| Excellent time management skills with the ability to work independently and meet agreed deadlines | E                   | SS/I                 |
| Discretion and professionalism in handling sensitive and confidential business information        | E                   | I                    |
| Strong interpersonal skills to enable effective collaboration with stakeholder across all levels  | E                   | I                    |
| Excellent written and verbal communication skills.  | E                   | SS/I                 |



|  |   |      |
|--|---|------|
| Ability to capture and summarise key points, decisions and actions from meetings.                            | E | I    |
| ICT skills to enable the effective use of SharePoint, Microsoft Office and documentation management software | E | SS   |
| Ability to work within agreed procedures/frameworks  | E | SS/I |

## Personal Qualities

| Specification  | Desirable/Essential | Method of Assessment |
|--|---------------------|----------------------|
| Commitment to personal development and continuous improvement  | E                   | SS/I                 |
| Personal and professional integrity; shows discretion when dealing with sensitive and confidential information | E                   | I                    |
| Ability to follow instructions with the ability to independently resolve issues.                               | E                   | I                    |
| Resilience to manage deadline critical tasks   | E                   | I                    |

## Other

| Specification  | Desirable/Essential | Method of Assessment |
|--|---------------------|----------------------|
| To be prepared to work flexibly outside of normal office hours | E                   | SS/I                 |

CV= Curriculum Vitae  
SS = Supporting Statement  
I = Interview

## Key Terms & Conditions

Position: Governance & Assurance Officer

Salary: £33,987 per annum plus excellent benefits

Contract: 9-month fixed term contract until April 2026

Hours: 35 hours per week.

Place of work: Hybrid working - a mixture of home and office working at our office in Speke, Liverpool (minimum of 1 day per week in the office).

Annual leave: 30 days rising to 35 with length of service

Visit our 'Work For Us' for more information on the excellent benefits on offer for all SLH colleagues.

# Key dates and the selection process

Closing date

4 July 2025

Recruitment date

15 July 2025

If you are unable to attend on the recruitment date, please make this clear in your application.



# How to apply

## Think you'd be a good fit? Here's how to apply.

Apply through our website.

As part of the online application process you will need to upload;

- an up-to-date CV which shows your full career history we recommend that this is no longer than three pages;
- a supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification, we recommend that this is no longer than three pages

Please note that applications can only be considered if all the information on the application form and requested documentation is complete.

If you would like an informal discussion about the role or the interview process please contact [recruitment@southliverpoolhomes.co.uk](mailto:recruitment@southliverpoolhomes.co.uk) to arrange.

We understand applicants from ethnic minority backgrounds and/or with a disability may experience additional barriers when applying for a new role and so we offer applicants from ethnic minority groups or disabled applicants a guaranteed interview. If you wish to apply under the relevant scheme and meet all the essential criteria outlined in the person specification please specify on in the relevant area of your application form.





[southliverpoolhomes.co.uk](https://southliverpoolhomes.co.uk)