



## Job profile

<b>Job title:</b> Governance & Risk Manager	<b>Responsible to:</b> Director of Business Improvement
<b>Post No:</b>	<b>Salary grade:</b> M £48,263 (90%) rising to £53,626 after probation
<b>Responsible for:</b> Governance and Compliance Co-ordinator Corporate Support Assistants	<b>Behaviour level:</b> 3 - Senior Managers

### **Purpose of the job:**

As Governance and Risk Manager, you will manage the Governance, Risk and corporate Compliance management systems (GRC), covering;

- Governance – delegation scheme, board development framework, board recruitment policies and co-author a range of annual reports, inspection preparation and implementation.
- Risk Management – embedding risk management and report risks and internal controls assurance to the Board and Audit & Risk Committee.
- Corporate compliance – programme covering; governance and regulatory requirements, data protection, health and safety, strategies and policies.

You will act as the operational support for the Data Protection Officer and Company Secretary. This is a senior level post and has budget responsibility for c£100k pa plus organisational memberships.

### **Key accountabilities:**

1. To support the Company Secretary for the organisation and third-party management companies, maintaining and reporting against a compliance calendar and uploading documentation and annual returns to the appropriate body. This will include managing any regulatory review, self-assessment process and accountability for ESG (Environmental Social Governance) reporting.
2. To ensure governance policies and procedures, governance structures and instruments are kept under review and comply with the Rules, legislation, best practice and the chosen code of conduct for the organisation and its third-party companies. This will include maintaining governance registers.

3. To manage a team of governance and support colleagues to ensure effective governance and internal Programme Board and executive meetings. This will include accurate calling and preparation of packs for Board and Committee meetings and administration support for governance meetings and residents forum.
4. To provide high levels of support to Board Members, acting as a key point of contact and ensuring effective recruitment, induction, ongoing training, monitoring declarations and conflicts of interest, and conducting annual appraisals and skills assessments.
5. To provide governance and risk reporting to the Board and other third-party management company Boards. This will involve regularly reporting on risks, health & safety, compliance matters, insurance, governance improvement plans and the board assurance framework.
6. To manage the relationship with advisors, including Internal Audit and Data Protection. This will include the delivery of the annual Internal Audit Plan and Governance Improvement Plan.
7. To support the Data Protection Officer for the organisation and its third-party management companies, including maintaining the Record of Processing Activities (RoPA), Data Sharing Agreements, Data Subject Access Requests and investing and reporting on data breaches. You will also lead on compliance with Social Tenant Access to Information Requirements scheme.
8. To ensure that strategies and policies are kept under review in line with agreed timescales. Supporting managers in developing policy content, communicating with stakeholders and aligning with business strategy objectives.
9. To review and update the Policy & Strategy Framework, Risk Management Strategy, Data Protection & Data Privacy Policy and Business Continuity Plans.
10. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
11. To ensure that Health, Wellbeing and Safety policies and procedures are embedded and adhered to, to deliver effective and safe services and operations.
12. To promote Equality, Diversity and Inclusion and ensure you and colleagues work in accordance with the legislative and regulatory requirements at all times.
13. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.
14. To report and contribute to meetings of the Board, relevant Committees and partnerships as required.

## Person specification

<b>Job title:</b> Governance and Risk Manager		
<b>Criteria</b>	<b>Essential / Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>		
Educated to degree level	D	AF
A professional qualification in any of the following – governance, company secretarial, risk management, data protection, legal etc	D	AF
If not held, a willingness to undertake a data protection management course c50 hours (usually a couple of sessions per week over an 8-week timeframe) plus an assessment	E	AF/I
Coaching and/or leadership qualification	D	AF
Evidence of continuing professional development	E	AF/I
<b>Knowledge, skills and abilities</b>		
An understanding and developed working knowledge of computer systems including Excel, Word, and Teams	E	AF
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	E	I
Credible leadership and people management skills	E	AF/I/ASS
Understanding of legal, constitutional and regulatory framework within which Housing Associations operate	E	AF/I
Proven and demonstrable ability to manage and motivate colleagues to ensure high performance and continuous improvement	E	AF/I/ASS
Ability to coach and develop team members to achieve their potential	E	AF/I
An excellent level of written and oral communication skills to produce and present reports, strategies, etc. to Executive Leadership Team, the board, consultative bodies and colleagues using a range of platforms	E	AF/I/ST
Ability to communicate with and influence people at all levels	E	I/ST
Ability to analyse complex issues and situations and develop practical solutions	E	I/ST
Knowledge of how to establish and maintain effective systems for information monitoring and reporting to stakeholders	E	AF/I

Thorough understanding and knowledge of governance legislation, Data Protection, Social Housing Regulatory Standards and Risk & Assurance best practice	E	AF/I
Ability to attend meetings outside of normal working hours and show a flexible approach to work	E	AF/I
Ability to build a continuous improvement culture to drive personal responsibility and high performance	E	I
Ability to build collaborative relationships and partnerships with stakeholders – sharing information, building trust, and constructively and openly tackling conflict	E	I
Is a role model to other managers and colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I/ASS
<b>Experience</b>		
Significant experience in at least 2 of the following functions: Governance, Audit, Risk, Business Continuity, Data Protection, Corporate Compliance	E	AF/I
Experience of Data Protection, maintaining documentation and data breach management	D	AF/I
Experience of reporting to Boards and other governance structures	E	AF/I
Experience in providing company secretarial functions, including reporting to appropriate bodies e.g., Regulator of Social Housing, Financial Conduct Authority, Companies House	D	AF/I
Experience in maintaining governance documentation, e.g., delegation schemes, codes of conduct, compliance reviews, declarations and conflicts of interest etc	D	AF/I
Experience in managing governance support staff	E	AF/I
Experience in coordinating action and improvement plans	E	AF/I
Experience in supporting Board members in their governance roles	E	AF/I
Experience in developing strategies and policies and supporting managers with implementation	E	AF/I
Effective use of data for providing management information and insight	E	I
Project management	D	AF/I
<b>Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too ...</i></b>	E	I

<p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> <li>• Genuinely care</li> <li>• Take responsibility</li> <li>• Have respect</li> <li>• Be adaptable</li> <li>• Work together</li> <li>• Be curious</li> <li>• Make it happen</li> <li>• Always improving</li> </ul>		
	<p>E – Essential D – Desirable</p>	<p>AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave</p>
<p><b>Please note:</b> No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Director of Business Improvement</p>		
<p><b>Review date:</b> July 2024</p>		
<p><b>Location:</b> Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		