
CLYDE VALLEY GROUP

PROVIDING HOMES | SHAPING COMMUNITIES

Senior Governance and Compliance Officer

Recruitment Pack

September 2019



Your application

Dear Applicant

Thank you very much for your interest in the post of Senior Governance and Compliance Officer. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application. In order to apply you should submit:

- An application form, detailing your experience in relation to the job specification;
- The declaration form. This is mandatory and ensures any conflicts of interest are declared. On this form please indicate if you **cannot** attend the interview date;
- The equal opportunities monitoring form. Completion of this equalities form is not mandatory. This is requested for monitoring purposes in line with our commitment to equality and diversity; and
- A signed acknowledgement of the Job Applicant Privacy Notice.

Please note that applications can only be considered if all documentation is complete. Please send your application, in MS Word format by email to: recruitment@cvha.org.uk

Applications must be received by 12 noon Monday 23rd September 2019.

Interviews for Senior Governance and Compliance Officer will be held on Friday 4th October 2019.

You will receive an acknowledgement within 24 hours of receipt, and we suggest that if after that time you have not heard from us, you telephone the office (01698 268855) to ensure that your application has arrived. Using a secure email address and putting the job title/organisation in the subject line reduces the chances of any email going into spam.

Please contact me personally if you wish to have an informal discussion about the position. My contact details are 01698 328251. If you wish any more information regarding Clyde Valley Group, you can visit our website at www.cvha.co.uk.

Kind regards

Sandra Haig

**Clyde Valley Group
HR & Corporate Services Manager**

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Introduction from Finance & Corporate Services Director

Dear Candidate

I am excited that you are interested in joining our Corporate Services Team at Clyde Valley Group (CVG). At CVG, we put people first and are firmly focused on delivering exceptional customer service. We need staff to be outstanding role models who will help lead that challenge and live our values.

CVG is a modern and ambitious business with a commercial edge. We have a highly engaged team of around 60 people based in Motherwell. We aim to deliver an effective balance of being a charity and having people at our heart, with the imperative of driving efficiencies and improvements to achieve the value for money, affordability and service excellence that customers need and deserve.

CVG is well governed and delivers the highest standards of compliance with our regulatory and statutory obligations. Governance excellence is at our core and the role that our Corporate Services team play in achieving this is key. The post of Senior Governance & Compliance Officer is an exciting opportunity for someone who has the skill and understanding to provide exceptional support to our Boards and Committees and be part of our growth.

Our Corporate Services team are responsible for key aspects of our service delivery including manning a busy reception area and taking calls. Our people do an exceptional job and have the professionalism and skill to be able to deal with the competing demands placed upon them. If you are solution focussed, flexible with a drive and passion for high standards then we want to hear from you.

We are looking for people who will thrive within our culture, share our vision for the future and live our values.

Kind regards,

Carron Garmory

Clyde Valley Group

Finance & Corporate Services Director

Media Advert

Clyde Valley Housing Association is a Registered Social Landlord owning over 3,800 homes and managing a further 3,300 properties across Lanarkshire and East Dunbartonshire. We are one of the top ten developers in Scotland for social and mid-market rented homes. We are an agile and modern business with a commercial edge driven by strong values. With customers at our heart, we aim to offer value for money, affordability and exceptional service. We have grown and diversified our business as a landlord and factor over the last 22 years and continue to do so, including through our wholly owned subsidiary, Clyde Valley Property Services. Our people challenge themselves every day to do more and do better for our customers.

We are looking to appoint an experienced Senior Governance and Compliance Officer to fill a new post. You will report to the HR & Corporate Services Manager and be committed to delivering excellent services in the area of Board governance and compliance. If you are motivated by the opportunity to provide first class support at a senior level and have the skills and experience to deliver governance excellence, then we want to hear from you.

If you have the personality and skills to thrive in a diverse role, work well as part of a team and have a passion for customer service, our culture will be right for you. This role will offer the right person the opportunity to contribute to an exciting chapter for the Clyde Valley Group.

Senior Governance and Compliance Officer

Grade 8- £39,286-£42,505

The purpose of the role of the Senior Governance and Compliance Officer within Clyde Valley Group is to ensure the Group meets its statutory and regulatory obligations in relation to Corporate Governance. To promote the development of a strong governance culture in respect of our role as a Registered Social Landlord and a Scottish Charity.

To work with the Executive Team and Governing Bodies on the governance arrangements of both Clyde Valley Housing Association and its subsidiary organisation (CVPS).

As a member of the Corporate Services Team you will provide first line management to colleagues who provide an effective corporate services function across CVG .

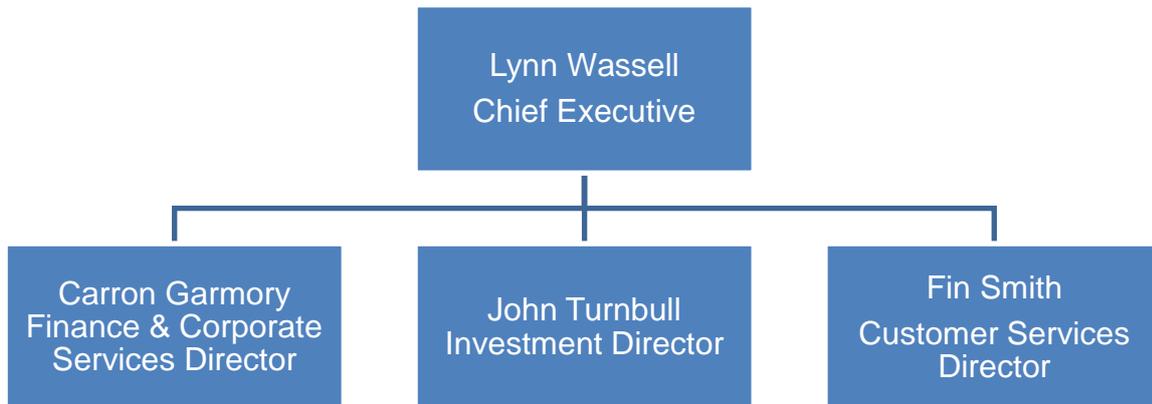
Flexibility and commitment are key to this role, as you will be required to attend a limited number of evening Board and Committee meetings. A governance qualification would be advantageous.

Summary of Terms & Conditions of Service

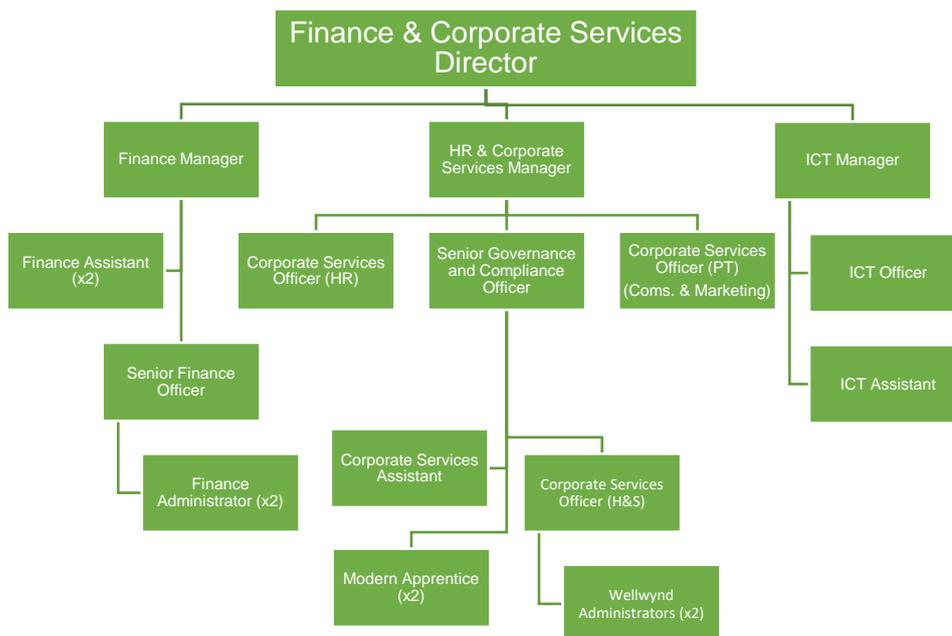
Job Title:	Senior Governance and Compliance Officer
Salary:	£39,286-£42,505
Hours of Work:	35 hours per week with flexi-time
Pension:	SHAPS defined contribution pension scheme (9.6% employer contribution)
Leave Entitlement:	25 days per annum, plus 15 days public holiday
Place of Work:	50 Scott Street Motherwell ML1 1PN
Salary Payment Date:	25 th of each month
Non- contractual Benefits:	Clyde Value, (our employee discount benefit scheme) Use of pool cars On site gym facility/bicycle use Staff uniform Healthy Working Lives Accredited Employer

Values, Culture and People

Executive Team



Finance & Corporate Services Team



Values, Culture and People

Our ethos and culture is focused upon being an employer of choice with our people driving our success. This is demonstrated by our extensive staff support and development opportunities and our fully inclusive and engaging culture. Our most recent staff survey results supported this:

- 88% of our staff would recommend CVHA as a good place to work to a friend or relative;
- 95% knew what is expected of them in their role;
- 93% felt our staff live our organisational values through our behaviours;
- 88% felt they had enough freedom to use their own initiative and judgement in their role;
- 93% felt they were encouraged to contribute new ideas and suggestions for improvement.

We recognise and celebrate success. In December 2018, we held a successful staff conference the 'Art of the Possible', with key speakers on innovation and culture. We also celebrated our Staff Star Awards recognising individual and team achievements. We encourage team activities and cross-departmental groups including our Corporate Social Responsibility (CSR) Group who arrange and support local charity fundraising and events and community projects. The health and well-being of staff is a key priority and we are currently working towards silver accreditation for Healthy Working Lives.

Health and Safety is embedded within our culture. We have a pro-active Health and Safety Board including staff, Board and a Customer Panel representative. We have robust lone working arrangements including personal safety alarms.

We have a framework of performance development review and staff receive monthly 1-1's with their Line Managers to discuss their progress, priorities, performance objectives and well-being. We have regular discussions about how we can support our people to learn, grow and develop. Learning and Development is delivered through formal and informal courses, seminars, in-house sessions, job-shadowing opportunities and through our online training portal – Virtual College.

We constantly strive to improve our internal communication, through monthly team meetings, manager briefing sessions and updating through our staff intranet.

Our People Strategy sets our direction for developing people in a wide range of ways: defines our priorities and how we will get it right for our people from recruitment to exit. Our aim is to continue to be an employer of choice and to attract, develop and retain the very best talent.

CLYDE VALLEY GROUP

PROVIDING HOMES | SHAPING COMMUNITIES

Title: Senior Governance and Compliance Officer

Reporting to: HR and Corporate Services Manager

Salary: EVH Grade 8- £39,286-£42,505

Hours: 35 per week

Overall Purpose:

The purpose of the role of the Senior Governance and Compliance Officer within Clyde Valley Group is to ensure the Group meets its statutory and regulatory obligations in relation to Corporate Governance. To promote the development of a strong governance culture in respect of our role as a Registered Social Landlord and a Scottish Charity.

To work with the Executive Team and Governing Bodies on the governance arrangements of both Clyde Valley Housing Association and its subsidiary organisation (CVPS).

As a member of the Corporate Services Team you will provide first line management to colleagues who provide an effective corporate services function across CVG.

Key Accountabilities:

The following list is typical of the level of duties of which the post holder is expected to perform or be responsible for, with on the job training and development provided. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described below dependent on the requirements of the business.

Detailed Duties and Responsibilities:

Key Departmental Duties and Responsibilities

- Preparing reporting cycles and co-ordination of meeting arrangements and the distribution of reports/documents to the Governing Bodies within the Clyde Valley Group.
- Researching and providing reports and guidance on Regulatory and Governance standards to the Executive Management Team and Governing Bodies.
- Establishing and maintaining confidential recording systems for key decisions of the Governing Bodies and taking minutes of Governing Body and Management Team meetings where appropriate.
- Support, on a day-to-day basis, the corporate governance structure and decision making framework by ensuring all necessary information is provided in a timely manner and accurate files and records are maintained.
- Establishing and maintaining governance registers such as membership and office bearers.
- Monitoring performance against our standing orders and service level agreements for the members of the group.

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- To prepare analysis, reports and returns for the Regulatory & Statutory Bodies in respect of the Governing Bodies.
 - To research best practice, develop, produce, implement and review Governance policies and procedures and guides, where directed. Participate in the review of Governance policies and highlight any areas for consideration.
 - To plan and manage the identification and assessment of Governing Body skills, experience and knowledge, identifying any gaps and the co-ordination and delivery of Governance Training.
 - Produce training plans, and monitor training implementation plans as required by the Governing Bodies.
 - Deliver or arrange governance training, induction and briefing sessions to Governing Body members and relevant staff.
 - Prepare and monitor internal audit action plans on behalf of the Governing Bodies.
 - Supporting the Director of Finance and Corporate Services with the internal audit function and liaison with the internal auditors.
 - Prepare and manage allocated budgets relating to the provision of Governance advice, training and activities.
 - To liaise with various external agencies and professionals on Governance related matters including overseeing, monitoring and processing various returns.
 - Assist the HR and Corporate Services Manager in ensuring that the decision making process is underpinned by robust, compliant and transparent Governance administration.
 - Manage the update of existing policies and the creation then implementation of new Governance policies and procedures for CVG which adhere to and promote the organisations legislative agenda.
 - Co-ordinate, develop and review relevant promotional activities, including event management and general publications and where required, assist the HR & Corporate Services manager with the development and implementation of the organisational communications strategy.
 - Assist in arranging events for Clyde Valley Customers and/or staff/key stakeholders.
 - To undertake tasks on behalf of the Company Secretary.
 - Oversee the management of key corporate procurement contracts.
 - Provide expert advice and guidance to CVG staff on procurement matters.
 - Be responsible for company subscriptions.
 - Co-operate with the Board so far as is necessary to ensure compliance with duty or requirement imposed on CVG, or any other person, under any relevant statutory duties.
 - Provide support to the HR & Corporate Services Manager in respect of any FOI and EIR requests and compliance with Freedom of Information (Scotland) Act 2002 and The Environmental Information (Scotland) Regulations 2004. Monitor ongoing compliance across the Group and ensure timely returns are made to the Commissioner.
 - Ensure data is managed in accordance with the requirements of GDPR.
 - Assist the HR and Corporate Services Manager with Requests for Information in line with GDPR regulations.
 - Undertake relevant audits relating to the governance arrangements and data protection requirements. Freedom of Information and Environmental Information Reporting and maintain skills and knowledge and where required, to act as the departmental / organisational subject matter expert for CVG in these areas.
 - Act as a primary point of contact for advice and guidance in relation to GDPR and FOISA.
 - Line manage the Corporate Services Team.
 - Provide a professional reception service, ensuring adherence to opening/closing times, effective housekeeping and implementation of customer care standards across the Group ensuring adequate cover is in place at all times.
 - Ensure CVG offices are kept to a high standard at all times.
 - Ensure adequate levels of PA support from the corporate team is provided to support to the Chief Executive as required.
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- Any other reasonable duties as and when required by your line manager.

General

- Contribute to the implementation of the Corporate Social Responsibility and People Strategy.
- Comply at all times with the Health and Safety Policy and procedures and draw to their manager's attention any unsafe working practice/conditions.
- Ensure reasonable steps are taken to safeguard the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- Attend such training courses, seminars, conferences and other learning and development events as the Association may require.
- Comply with Clyde Valley Group policies, procedures and financial regulations at all times.
- Continuous review and improvement to customer service standards and performance in relation to the corporate function.
- Attend external meetings representing CVG and promote the organisation where required.
- Ensure requests for information, reports and statistics are responded to within agreed timescales.
- Ensure data is accurately recorded and processed in line with Association policy and procedures.
- Assist in the development of a 'Continuous Improvement' culture.
- Comply at all times with CVG's procurement processes and ensure that the appropriate approvals have been granted for the expenditure in line with the financial regulations of the organisation.
- Contribute to budget spend and monitoring across the Group.
- Contribute to ad-hoc organisational wide workings groups, as required.
- Ensure the values of Clyde Valley Group are reflected in their work and that all services provided are delivered in line with the Vision, Mission and Values.
- Work as part of the Finance and Corporate Services Directorate providing first class customer service and support at all times.
- Create and maintain effective working relations with external contractors, external agencies and internal colleagues.
- Recognise and respect the diversity of internal and external customers and assist accordingly.

The job description is intended to provide an outline of the post of Senior Governance and Compliance Officer. The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and thus, you may be required to carry out additional duties as allocated by the HR & Corporate Services Manager.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Extensive experience working in a similar environment, providing governance, administration and company secretarial services to senior offices and Boards. 	<ul style="list-style-type: none"> • A recognised qualification in company secretarial or governance administration.
Experience	<ul style="list-style-type: none"> • A proven track record of line management of staff • Experience of working in a fast paced multi functioning team and the ability to cover other colleague's tasks • Experience of providing excellent services to range of customers, both internal and external • Experience of succeeding in a role with a wide range of tasks and responsibilities • Experience of working to support Boards and Committees, including minute taking • Experience in Corporate Governance. 	<ul style="list-style-type: none"> • Experience of the Social Housing Sector or third sector/charitable organisation.
Knowledge/ Understanding	<ul style="list-style-type: none"> • Demonstrates understanding of aims and objectives of social housing • Understands the need for confidentiality in the provision of all corporate services • Excellent and up to date understanding of governance, regulation, legislation and company secretarial compliance and best practice • Knowledge of business management processes and governance structures • Working knowledge of the GDPR principles and an understanding of the extension of the FOI rules to RSLs. 	<ul style="list-style-type: none"> • Working knowledge of charity and group structures
Skills	<ul style="list-style-type: none"> • Ability to understand, interpret and comply with RSL legislation and regulation • High quality, accurate minute taking for governing bodies, 	

	<p>management team and committees</p> <ul style="list-style-type: none"> • High standards of accuracy and attention to detail • Practical planning and organising skills • Ability to accept responsibility and work on own initiative • Decisive individual who can confidently make informed decisions and recommendations • Ability to quickly establish and maintain good working relationships at all levels • Ability to think and act corporately • Ability to work under pressure to achieve strict deadlines • Excellent ICT skills, including word, excel, power point, project and Microsoft outlook and a talent for social media • Effective time management • Ability to act on own initiative and take responsibility for completing tasks • Excellent oral, presentation and written communication skills • Ability to work independently or as part of a team • Ability to prioritise tasks and remain focused on the most important • Good communication and presentations skills • Committed to personal development • Customer centred approach, flexible, confident and assertive manner. 	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Customer focus with evident commitment to improve organisational performance for the benefit of customers • Strong commitment to the ethos and values of the Clyde Valley Group and the social housing sector, including principles of involvement, equality and social justice • High standards of integrity to build trust and respect throughout the organisation and with external audiences 	<ul style="list-style-type: none"> • Strong personal values associated to the housing sector.

	<ul style="list-style-type: none"> • Personal integrity and respect for the highest level of confidentiality • Flexible and able to cope well with competing pressures • Positive attitude to work, self-motivated • Drive, determination and personal resilience • Creative, innovative and collaborative • Interpersonal awareness • Outward looking, seeking ways to continuously improve and learn • A passion for excellence • Sound judgement and confidence to take and suggest action • Commitment to promote equal opportunities and diversity. 	
Other	<ul style="list-style-type: none"> • Driving license (access is given to pool cars) • You will be required to attend approximately 10 evening meetings per annum, for the purposes of Board and Committee minute taking and to support other ad hoc meetings and events. 	