



Governance & Risk Manager Recruitment Pack August/September 2024



Thank you for your interest in the Governance & Risk Manager role at South Lakes Housing.

We are looking for a suitably experienced and talented person to join our Business Improvement Department.

In this pack you will find the details of the role and how to apply.

This pack provides you with a good overview of the association, what we aim to achieve and more details about the Governance and Risk Manager role.

To apply please provide the following:

- An up-to-date CV setting out your skills and experience.
- A personal statement outlining your reasons for applying and what you will bring to the role
- Contact details of 2 referees. We will always gain your permission before we contact referees.

Please submit your application to peopleandculture@southlakeshousing.co.uk.

Applications for this role close on **Tuesday 17th September at 5:00pm.**

If you wish to have an informal discussion about the roles and organisation, please contact the People & Culture Team on peopleandculture@southlakeshousing.co.uk

About South Lakes Housing

SLH exists to improve the provision and quality of affordable homes in the South Cumbria and North Lancashire area and the service customers receive.

We are pleased that the Regulator of Social Housing continues to recognise the effective governance of South Lakes Housing retaining the top G1 rating. Our G1 governance rating and the viability rating of V2 reflects that we are successfully managing increased risk to deliver our ambitious plans.

SLH provides good quality homes in one of the most beautiful and highly sought after areas in the country.

Our SLICE values guide how we work, these are;

Sustainability - Reducing our impact on the environment and conduct our business in a socially responsible and ethical manner.

Learning - Learn from our mistakes and successes. Seek and provide honest feedback. Open to personal change and continuous improvement.

Inclusivity - Committed to creating an inclusive culture where we treat our customers, colleagues and stakeholders with respect, honesty, empathy and fairness.

Challenge - Challenge what we do, seek out and test new approaches and ideas, collaborate with others and share our learning. Listen to our customers' needs and challenges.

Excellence - What we do, we strive to do well, to deliver a great customer experience/outcome.



SLH Business Strategy

The need for quality affordable homes has never been greater, with many working families unable to afford to buy or rent in the local market. This exacerbates an already ageing population, with young people often with no choice but to move outside the area.

Our purpose **Quality Homes, a platform for life** has been central to planning for the future. We are ambitious about the lasting impact we can have on improving customer experience, their homes, neighbourhoods, energy efficiency, and the new supply of quality homes.

Ensuring our homes are safe and maintained to a good quality is a priority. Like many community-based housing associations we are grappling with the challenges of meeting growing housing need,

decarbonising an ageing housing stock and for us locally, mitigating against the real risk of future flooding.

In its revision of its Long-Term Financial Plan the SLH Board confirmed its commitment to the current business strategy themes of **Growing**, **Greening** and **Transforming**. The work underway will continue into 2025/26 with a new Business Strategy being developed during the next 12 months to set our priorities for 2026 onwards.

In common with many businesses, future investment will be influenced by the wider economic environment and more specifically for housing providers; future rent settlement and levels of grant subsidy.

Business Strategy 2020-2025
(Revised November 2022)

Growing	»»»	400 homes completed/on site 80% customer satisfaction	
Greening	»»»	All homes EPC C by 2025 High 'eco standard' new build	
Transforming	»»»	75% customers using 'My Account' Culture transformation – Lets Make it Happen	

The need for quality affordable homes has never been greater, with many working families unable to afford market homes.





Our Executive Leadership Team

The day to day management of the business is run by the Executive Leadership Team (ELT) led by Chief Executive Officer (CEO), Cath Purdy and four Directors.



Cath Purdy
Chief Executive



John Mansergh
Director of Business
Improvement



Richard Morris
Director of Finance



Niki Stockton
Director of Customer
Experience



Richard Hayes
Director of Homes

2023-24 in Numbers

3,383 homes

- 2,621 Social rented general needs homes
- 420 Social rented homes for older people
- 200 Affordable rented homes
- 15 Intermediate rented homes
- 127 Shared ownership homes

We also provide services to 276 Leaseholders as part of our freehold duties.

£6.3m

Invested in improving customers' homes through major repairs.

£1.19m

Spent on building safety.

95

New homes delivered, including 10 eco homes in Burton-in-Kendal.

£7.6m

Spent on improving energy efficiency in homes, 367 homes in year 1 of the two-year 'warmer, greener' homes initiative.

G1/V2

RSH regulatory gradings - G1 Governance and V2 Financial Viability - both compliant grades.

78.6%

Overall customer satisfaction with SLH as their landlord, with satisfaction of repairs at **79.5%** and satisfaction that homes are safe at **84.4%**.

128

Full Time Equivalent staff.

10

Current Board Members. We appointed a new Board Member and Chair of the Audit & Risk Committee, and 3 independent members. There is also a new Resident Forum, with a direct link to the Board to ensure customer voice is heard.

Energy Efficiency Improvements



photo @Steven Barber



Our Customers

SLH continues to focus on how it engages with customers and enhance involvement of, and accountability to, our tenants. It is committed to improve value for money and service delivery by better listening to tenants about the things that matter to them.

We strive to 'strengthen the tenant voice' in decision making by extending engagement with tenants including; early input into policy development and service improvement. A Residents Forum has recently been established to strengthen the customer voice at the Board and inform decision making.

**A voice
for a fresh
perspective**

Resident Forum

We are committed to putting customers first, providing an excellent customer experience and ensuring we make every contact count.

Our core services include:

- Customer contact
- Allocating homes
- Maintaining estates, including landscaping and cleaning
- Repairs and maintenance – our most requested service
- Building safety
- Major improvement to homes including energy efficiency measures
- Rent collection and financial inclusion advice
- Support for older residents
- Support to resolve neighbour disputes and tackle domestic abuse
- Community activities
- Developing new homes

We have developed a Customer Experience Strategy, working with our Residents Forum and other engaged customers to help us deliver the changes our board and customers want to see. This includes a customer first commitment to embed the right culture, refresh service standards, develop bespoke neighbourhood plans, review our sheltered housing service offer, monitor performance against Tenant Satisfaction Measures and ensure we put things right when they go wrong.

About the Role

Job Title: Governance & Risk Manager

Salary: Up to £53,626.00 per annum

Time commitment: 37 hours a week

Responsible to: Director of Business Improvement

Responsible for: Governance and Compliance Co-ordinator & Corporate Support Assistants

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, business continuity management, 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 Responsibilities

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, code of governance, 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

Qualifications

- Educated to degree level (D).
- A professional qualification in any of the following – governance, company secretarial, risk management, data protection, legal etc. (D)
- 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)
- Evidence of continuing professional development. (E)
- Coaching and/or leadership qualification (D)

Experience

- Significant experience in at least 2 of the following functions: Governance, Audit, Risk, Business Continuity, Data Protection, Corporate Compliance. (E)
- Data protection, maintaining documentation and data breach management. (D)
- Reporting to Boards and other governance structures. (E)
- Experience in providing company secretarial functions, including reporting to appropriate bodies e.g., Regulator of Social Housing, Financial Conduct Authority, Companies House. (D)
- Maintaining governance documentation, e.g., delegation schemes, codes of conduct, compliance reviews, declarations and conflicts of interest etc. (D)
- Managing a governance support team. (E)
- Coordinating action and improvement plans.(E)
- Supporting Board members in their governance roles. (E)
- Developing strategies and policies and supporting managers with implementation. (E)
- Effective use of data for providing management information and insight. (E)
- Project management. (D)

Person Specification continued

Knowledge, Skills & Abilities

- An understanding and developed working knowledge of computer systems including Excel, Word, and Teams. (E)
- An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH. (E)
- Credible leadership and people management skills. (E)
- Understanding of legal, constitutional and regulatory framework within which Housing Associations operate. (E)
- Proven and demonstrable ability to manage and motivate colleagues to ensure high performance and continuous improvement. (E)
- Ability to coach and develop team members to achieve their potential. (E)
- 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)
- Ability to communicate with and influence people at all levels. (E)
- Ability to analyse complex issues and situations and develop practical solutions. (E)
- Knowledge of how to establish and maintain effective systems for information monitoring and reporting to stakeholders. (E)
- Thorough understanding and knowledge of governance legislation, Data Protection, Social Housing Regulatory Standards and Risk & Assurance best practice. (E)
- Ability to attend meetings outside of normal working hours and show a flexible approach to work. (E)
- Ability to build a continuous improvement culture to drive personal responsibility and high performance. (E)
- Ability to build collaborative relationships and partnerships with stakeholders – sharing information, building trust, and constructively and openly tackling conflict. (E)
- Is a role model to other managers and colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours. (E)

Please note:

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.

For further information visit our careers page:

<https://www.southlakeshousing.co.uk/about-us/career-opportunities/>



How To Apply

Please contact the People & Culture team at peopleandculture@southlakeshousing.co.uk for an application.

We are a diverse and inclusive employer and as part of our recruitment practices, we have recently introduced blind shortlisting. Can you therefore anonymise any personal details within both your CV and covering letter. This includes removing your name, address, date of birth and educational institutions. You will be asked as part of the application form to provide your name and contact details.

On the application, please provide contact details for two referees. **We will always gain your permission before we contact referees.**

Let us know of any difficulty you may have with the indicative timetable.

All applications must be received by **Tuesday 17th September 2024 at 5:00pm.**

Should you wish to discuss the opportunity further, please contact the People & Culture Team on peopleandculture@southlakeshousing.co.uk

Thank you

Timetable

Closing Date	Tuesday 17th September 2024 at 5:00pm
Final Interviews with SLH	Monday 30th September and Tuesday 1st October 2024