

**JOB PROFILE****Job Details**

<b>Job Title</b>	Governance and Compliance Officer	<b>Service Area</b>	Finance & Corporate Services
<b>Based</b>	RSHA Offices	<b>Report to</b>	Depute Chief Executive/Director of Finance and Corporate Services
<b>Grade</b>	Part Time EVH Grade 7 (PA 22-25) Pro Rata	<b>Date Completed</b>	June 2022

**Job Summary**

The primary focus of the role will be to ensure the Rural Stirling Group (RSG) meets its statutory and regulatory obligations in relation to Corporate Governance. To promote the development of a strong governance and compliance culture in respect of our role as a Registered Social Landlord and a Scottish Charity. To work with the Executive Team and Board to support the governance arrangements of both Rural Stirling Housing Association and its subsidiary organisation Venachar Ltd.

You will have a key role in ensuring high quality support is provided to all internal and external customers and stakeholders.

**Behaviours & Competencies****Our Organisational Competencies**

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgement
- Taking personal pride
- A sense of humour and proportionality

We want our Governance and Compliance Officer to be able to demonstrate the following behaviours and competencies:

- Show a willingness to participate and contribute effectively to the wider staff team
- Share appropriate information openly and encourage two-way dialogue
- A high level of integrity and confidentiality
- Show perseverance in resolving problems within the wider corporate services function
- Remove the barriers that get in the way of delivering excellent customer service
- Create an environment of trust
- Find creative solutions for customers and staff
- Good listener
- Excellent communication and interpersonal skills
- Self-aware and self-motivated to realise your full potential
- Inspire others to achieve their full potential
- Excellent time management skills
- Computer literate, with knowledge of PC based office management systems
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent RSG in a positive and effective manner
- Take responsibility for achieving excellent performance results

## Person Specification

Our Governance and Compliance Officer must demonstrate the behaviours and competencies identified

### Experience

#### **Essential**

- Commitment to the ethos of social housing
- Excellent communication and presentation skills and the ability to produce clear and succinct reports
- Experience of working in a fast paced role with a wide range of tasks and responsibilities
- Experience of providing excellent services to a range of customers, both internal and external
- Extensive use of IT skills in a wide range of packages
- Able to work on own initiative with minimal supervision, to plan and deliver work within targets and to contribute to an effective team
- Ability to maintain confidentiality when handling personal and sensitive information

#### **Desirable**

- Experience of working in social housing, third sector or charitable organisation or similar, actively working to support senior officers and Board/Committee providing governance and administration services
- A good understanding of the Scottish Housing Regulator's regulatory framework for RSLs
- Full working knowledge of Freedom of Information and Environmental Information legislation and managing requests for information
- Experience of minute taking
- Experience in a Corporate Governance and Compliance role
- Experience of policy development, implementation and review
- Experiencing of submitting returns and similar data to regulatory bodies
- Experience of web based electronic Board portals
- Previous experience of remote working and use of interactive platforms for communication
- Experience of internal audit and self-assessment
- Experience of project management, research analysis and report writing
- Experience of managing and updating website content
- Experience of event management, planning and coordination

### Qualifications

#### **Essential**

- Educated to Higher level in a minimum of 2 subjects one of which must be English or significant relevant experience.

#### **Desirable**

- A recognised qualification in corporate governance administration.
- Chartered Institute of Housing (CIH) membership.

### Other

#### **Essential**

- Requirement to attend evening meetings in accordance with the Group Meeting Schedule, for the purposes of Board and Committee minute taking and to support other ad hoc meetings and events

## Job Outputs

Role output	Includes the requirement to:
Governance	<ul style="list-style-type: none"> <li>• To take ownership of the annual RSG Meeting Schedule and Calendar of Board/Committee meetings and events.</li> <li>• Prepare reporting cycles and co-ordination of meeting arrangements and the distribution of reports/documents for Board and Committee.</li> <li>• Maintenance and development of the electronic Board portal for meetings.</li> <li>• Assist the Governing Body to ensure that the decision making process is underpinned by robust, compliant and transparent Governance administration.</li> <li>• Undertake appropriate post-meeting action to ensure implementation of decisions arising from meetings and ensure forward plans are in place.</li> <li>• Research and provide reports and guidance on Regulatory and Governance standards to the Executive Team and Board.</li> <li>• Establish and maintain confidential recording systems for key decisions of the Board and taking minutes of Governing Body and Executive Team meetings as required.</li> <li>• Support the corporate governance structure and decision making framework</li> </ul>

	<p>to ensure all necessary information is provided in a timely manner and accurate files and records are maintained.</p> <ul style="list-style-type: none"> <li>• Establishing and maintaining governance registers such as membership, details of Board and Office Bearers, attendance registers, Code of Conduct, Declaration of Interests, Gifts and Hospitality and so on.</li> <li>• Monitoring performance against our Rules and Remits, Standing orders, Schedule of Delegation and Service Level Agreements of the RSG.</li> <li>• Coordination of Annual General and Special General Meetings in accordance with our Rules.</li> <li>• Assisting the CEO and Executive Team with the planning and coordination of the annual Strategy Away Day for governing body and staff.</li> </ul>
Board Support	<ul style="list-style-type: none"> <li>• Coordinating recruitment of new Governing Body members as and when required and governance training, induction and briefing sessions.</li> <li>• Coordinate annual Board Appraisal Reviews and assist with the co-ordination and delivery of Board training and individual learning and development plans.</li> <li>• Support the Director of Finance and Corporate Services with the servicing of the Audit &amp; Risk Committee and the internal Audit function.</li> <li>• Prepare and manage allocated budgets relating to the provision of governance advice, training and activities.</li> <li>• Liaise with various external agencies and professionals on governance related matters including overseeing, monitoring and processing various returns.</li> <li>• Ensuring the tasks of Company Secretary and responsibilities, as set out in our Rules, are appropriately supported and discharged.</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• Ensure that the RSG maintains full compliance with SHR standards of Governance and Financial Management.</li> <li>• Assist with the Annual Assurance Statement and verification process.</li> <li>• Assist with the maintenance of the Equality Data Collection and Monitoring Framework and Reporting.</li> <li>• Ensure compliance with other regulatory requirements including, Data Protection, Data Retention, Freedom of Information and Environmental Information Regulations requirements.</li> <li>• Ensure data is managed in accordance with the requirements of GDPR</li> <li>• Provide support to colleagues in respect of any requests in line with GDPR regulations.</li> <li>• Provide support to colleagues in respect of any FOI and EIR requests and compliance with Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004.</li> <li>• Monitor ongoing compliance across the RSG and ensure timely returns are made to the Information Commissioner Office.</li> <li>• Undertake relevant audits relating to governance arrangements and Data Protection and Freedom of Information requirements.</li> <li>• Reporting on Freedom of Information and Environmental Information to regulatory bodies and other stakeholders as required.</li> <li>• Act as the RSG expert in the above areas.</li> <li>• Act as a primary point of contact for advice and guidance in relation to GDPR and FOISA.</li> </ul>
Corporate	<ul style="list-style-type: none"> <li>• Provide relevant PA support services to CEO/Executive Team as required.</li> <li>• Promote and foster a strong, ethical, friendly and efficient team culture and working environment.</li> <li>• Consistently maintain a high level of confidentiality and discretion with all information relating to the business.</li> <li>• Maintaining schedules and registers to ensure compliance with the General Data Protection Regulations, Freedom of Information, Gifts and Hospitality. Scheme of Publication and so on.</li> <li>• Support the production of the Annual Performance Report.</li> <li>• Oversee delivery of actions identified by the Board within the annual assurance statement and ensuring that supporting evidence for continued assurance is collated and updated regularly.</li> <li>• Undertake projects and specific pieces of work as directed by the Executive Team including, research, analysis and report writing.</li> <li>• Provide corporate administrative duties including corporate filing accurately and timeously.</li> </ul>

Policy and Procedure	<ul style="list-style-type: none"> <li>• To research best practice, develop, produce, implement and review governance policies and procedures and guides, where directed.</li> <li>• Take ownership for the development, maintenance and review of all governance related schedules, policies, procedures and processes including the Policy Register and Policy Review Schedule.</li> <li>• Identify areas of improvement in delivery of services and processes implementing change as required.</li> </ul>
Health & Safety Role Specific Training Requirements as identified in the RSG Training Needs Analysis (TNA)	<ul style="list-style-type: none"> <li>• Health &amp; Safety Basics for Office Based Staff (Mandatory)</li> <li>• DSE Awareness Assessment (Mandatory)</li> <li>• Fire Safety Awareness (Scotland) (Mandatory)</li> <li>• Business Continuity and Emergency Scenario Testing (Essential)</li> <li>• Stress Management Basics (Desirable)</li> <li>• Personal Safety and Lone Working Basics (Optional)</li> <li>• Manual Handling Basics (Optional)</li> <li>• Fire Warden Training (Optional)</li> <li>• First Aid Training (Optional)</li> <li>• Mental Health Awareness (Optional)</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Such other relevant duties as may be determined from time to time.</li> </ul>
<b>Interdependencies</b>	
<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Depute Chief Executive/Director of Finance and Corporate Services</li> <li>• Executive Team</li> <li>• Senior Management Team</li> <li>• RSG Board/ Committee</li> <li>• Colleagues</li> <li>• Partner agencies</li> </ul>	