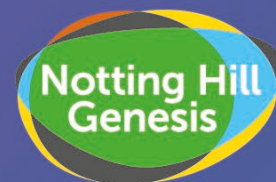


Governance Services Officer (Resident Forum)



Working better together
for our residents

> Governance and Risk > Governance

What's it all about

To provide comprehensive & pro-active support to the Group Board, Committees, Resident Forum and Shareholders of Notting Hill Genesis.

How you'll make a difference

Manage the successful delivery of all Resident Forum or other Board, Committee or governance meetings, events and functions to support the delivery of NHG's governance and resident engagement calendar.

How you'll do it

- Leading on NHG's Resident Forum governance calendar including organising accommodation, travel and catering for relevant Resident Forum meetings.
- Working with the Resident Forum Chair and membership, and the Resident Engagement & Involvement Team, lead the organisation of Resident Forum events, meetings and special meetings.
- Oversee the spend for all Resident Forum meeting or other governance managed events within NHG's governance calendar, whilst being commercially aware and looking to deliver value for money in our approach.
- Undertake all secretariat activities to support Resident Forum meetings, including minuting, ensuring that decisions are correctly recorded, and all meeting documentation is filed as necessary. These may take place in the evenings from time to-time; advanced notice will be given.
- Deliver and ensure timely and appropriate communications to our Resident Forum members, key resident forum stakeholders, NHG Shareholders, Board and Committee members and all wider relevant colleagues as may be necessary.
- In collaboration with the Resident Forum Chair and with support from the relevant Governance leads, lead on the recruitment, induction, appraisal, retirement, learning and development plan and delivery of Resident Forum members (as well as Board and Committee members as may be required) and keep such processes under review. Review and report on related annual appraisals and skills audits.
- Participate in relevant projects that support delivery of the Governance activities and responsibilities.
- Lead on and implement processes and improvement activities where necessary, adapting a more digital-led and automated approach, where relevant for Governance. Provide input and expertise on planned governance projects as may be identified.
- Maintain and pro-actively improve administrative systems and working practices, including forward/project plans, electronic filing systems, mailing lists and databases.
- Support the Head of Governance and other nominated governance leads as appropriate in maintaining the efficient delivery of the governance framework, including maintenance of the company structure chart, planning to ensure good structures are in place to support decision-making.
- Prepare and proactively manage the Resident Forum and related governance resident engagement and involvement annual planner for all Resident Forum activities.
- Process Resident Forum expenses and remuneration arrangements.
- Provide administrative support and any other duties commensurate to the role
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least three days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Chartered Governance Institute qualified / part qualified
- Proven experience of working with a wide variety of people at all levels, ideally engaged and involved social housing residents.
- Experience of working as part of a team to ensure that team objectives are met
- Experience organising & running events
- Experience of recording of decisions and production of documents
- Experience of working with confidential and sensitive material in a professional manner, and always maintaining confidentiality
- An understanding of the statutory and regulatory context in which social housing providers operate, or proven evidence of quickly gaining working knowledge
- Excellent organisational skills
- Self-motivated, with highly focussed attention to detail ensuring necessary records are created and maintained

- Excellent written and verbal communication skills
- Exceptional time management, planning, prioritisation and organisational skills with ability to work to tight timescales and under pressure, delivering work of great accuracy and quality
- Effective IT skills including intermediate MS Office in Excel and Word