

Senior Governance Officer

> Directorate > Team/department

What's it all about

You will provide comprehensive & pro-active governance support across our Board and Committee structure, act as a Senior Governance Officer to some of NHG's Group Committees or subsidiary boards. Provide support for the effective operation of organisational governance.

How you'll make a difference

You will work with the Deputy Company Secretary & Company Secretary to provide high quality support to NHG's boards, committees and their members, including resident or customer committees or other forum / scrutiny groups, and to shareholders. You will contribute to continuous improvement in organisational governance which helps us to deliver well to our residents and customers.

How you'll do it

Company Secretarial and Board and Committee servicing requirements

- Act as a Secretary to certain of NHG's formal committees and subsidiary boards (this role will typically be allocated two to three committees and/or subsidiary boards to manage end to end). This will include our resident and customer committee.
- Undertake the timely forward preparation of formal meetings and awaydays of committees or boards, ensuring a high standard of support in all areas of organisation, agenda planning and minuting. Deal with post meeting actions and other matters relevant to the effective operation of the meetings.
- Ensure timely production of all papers and materials for the meetings, looking to take a continuous improvement approach to this, including the use of digital technologies.
- Attend committee and/or subsidiary board meetings providing advice and ensuring good governance practices are being followed, referring to the appropriate delegated authorities as required. This will include some evening meetings, although time off in lieu will be given.
- Ensure accurate recording of decisions and actions, along with the proper filing of all relevant documentation.

- Contribute to meeting planning and the organisation of annual meeting schedules.
- Ensure excellent interface with senior management and chairs of committees, providing advice and support as necessary to ensure that the committee or board runs in accordance with its terms of reference or rules.
- Ensure excellent communications to committee and board members, working in a collaborative manner with members, including those who may be residents or customers.
- Contribute to the upkeep and recording of governance documents including constitutional records and Declarations of Interests for the Group's legal entities and committees.
- Assist in activities concerning the recruitment, induction, appraisal, and training of board and committee members, including those who are involved residents/customers, and help to keep such processes under review.
- Support services provided to board and committee members, including the processing of expenses and in dealing with ad-hoc requests from members.
- Oversee up to date maintenance of digital board platforms and content, as well as contributing to content relating to the governance function on NHG's external website.

Governance and Shareholders

- Support NHG shareholder related activities, including organisation of shareholder events, communications and formal meetings, such as AGMs, in accordance with the instructions of the Company Secretary and Company Rules. Help to maintain statutory and NHG share records.
- Support the organisation of the AGMs for group entities, general meetings and special general meetings where appropriate.
- Support the Deputy Company Secretary & Company Secretary in maintaining the efficient delivery of the governance framework.
- Undertake reviews of governance policies and processes as required, recommending improvements in line with good practice.

Regulation

- Support activities in relation to regulatory matters, ensuring that regulatory requirements and information requests are met in an appropriate and timely manner.

General

- Provide administrative support and any other duties commensurate to the role
- Develop and maintain constructive working relationships with professional networks to identify and share good practice.
- Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the General Data Protection Regulations.
- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Provide other support and advice to the organisation on company secretarial matters.

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 – work 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

- Previous work experience as a governance officer or equivalent company secretarial experience
- Previous work experience in UK Housing Associations or within a charity or regulated sector as a governance officer or equivalent role
- Proven ability to understand and act on relevant legislative requirements and governance procedures
- Proven experience making and improving processes
- Experience of working with confidential and sensitive material in a professional manner
- Effective working relationships with chairs and board/committee members, involved residents or customers and senior management
- Experience of working as part of a team to ensure that team objectives are met
- An understanding of, or ability to quickly understand, the statutory and regulatory context in which NHG operates and the principles of company law

Desirable

- Knowledge and experience of working in social housing governance

Essential Skills

- Excellent minute-taking and written communication skills with ability to produce

concise and high quality minutes and governance reports

- Self-motivated, performance driven with initiative to assess complex situations and make decisions quickly and effectively
- Strong verbal communication skills with the ability to advise and influence people at all levels including Board members and Directors
- Ability to quality assure/proof read a wide range of documentation
- 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
- Ability to secure the confidence of Board members, Directors and senior officers and provide authoritative advice on governance matters
- Able to maintain confidentiality at all times

Qualifications and/or professional membership

Essential

- A level or equivalent or above

Desirable

- Chartered Governance Institute governance certification, or working towards