



Working better together
for our residents

Chief Governance and Risk Officer

What's it all about

As part of our executive board and reporting to the board, you will have overall strategic responsibility for all aspects of Notting Hill Genesis's governance, regulation, policy, risk and assurance activities to ensure we maintain our financial strength, operate efficiently, manage risks effectively and ensure we continue to support our residents by making certain that we hold ourselves to the highest standards within all regulatory and legislative expectations.

This will include delivering and maintaining first-class governance, risk and assurance frameworks to ensure our people, culture, systems, policies and processes meet business need and contribute effectively to our Better Together strategic goals and resident outcomes.

How you'll make a difference

You will help ensure we are able to achieve and maintain G1/C1 regulatory ratings and hold the organisation to account for compliance standards to keep our residents safe and in homes that are of a standard they deserve. At the same time, you will safeguard the interests of our stakeholders and ensure we maintain compliance with regulatory and legal standards and foster and enable an enterprise-wide risk-aware culture.

You will work collaboratively with our board and all colleagues and executive leadership across the organisation, ensuring we continue to deliver for our residents. You will represent and promote our interests externally with key stakeholders, fostering and maintaining highly effective relationships with our regulatory bodies and strategic partners.

How you'll do it

- Provide strong and effective leadership, implementing and managing agreed plans aligned with our values to ensure the best possible results.
- Ensure we deliver excellent services to our residents and invest appropriately in our properties and places/communities.
- Report to the chief executive, executive board, board and committees on all aspects of business activities within the governance, risk, regulation, policy and assurance remit and on implications of strategic and operational decisions.
- Provide senior level advice and guidance to all business units as required.
- Shape and provide assured leadership to a fit-for-purpose team, and champion a business-partnering approach where there is a culture of collaboration to deliver high quality products and services for our customers.
- Establish and maintain throughout the organisation a culture of high performance, risk awareness, great governance and compliance ethics, supporting colleagues to deliver their roles to meet evolving customer needs and outcomes.
- Oversee the organisation's risk and compliance performance.
- Provide a governance environment that ensures all areas are in line with good practice and are effectively and efficiently delivered.
- Deliver a risk framework that ensures all levels from board to customer-facing colleagues are actively managing, monitoring and mitigating risk.
- Design and embed a robust three lines of defence model.
- Proactively monitor and hold the business to account for its compliance standards, continuously improving the insight and value from this activity.
- Provide regulatory, legal and policy insight and advisory that keeps apace of our wider operating environment and supports the successful achievement of our strategic plan and outcomes.
- Continually develop yourself, your team and broader business colleagues to constantly improve capability and performance.
- Ensure you follow and keep up to date with all relevant in-house and statutory policies and related procedures, including health and safety and financial regulations.

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. This role is at leadership level so you will also need to meet [our people manager standards](#).

Essential knowledge, experience and skills including qualifications and professional membership.

- Significant experience in executive and senior leadership roles in highly regulated environments.
- Proven experience of design, build and successful implementation of risk and governance frameworks.
- Strong, credible senior executive stakeholder influencing and management skills.
- High commercial acumen and expertise in corporate strategy delivery.
- Transformation and change practitioner with sound experience of leading organisations through change in commercial and complex delivery environments.
- Graduate/relevant experience
- Chartered Governance Institute qualified or similar.
- Experience in public affairs would be beneficial.
- Ability to analyse complex and multi-data sources, incisive decision making and enabling presentation of concepts, data and outcomes in an accessible way.

Key responsibilities

Governance, regulation, and policy

- Lead company secretariat ensuring all duties are performed in line with rules, regulatory and legislative requirements and in line with the operations of the group and its entities.
- Lead on regulation, legislation and internal and external policy development and engagement, ensuring the provision of frameworks and standards are ways of working are adopted across the organisation.
- Provide proactive external insight into market trends, regulatory changes, policy environment and emerging risks and opportunities.
- Act as the single point of contact for regulatory relationships and enquiries including FCA and RSH and co-ordinate inspections, audits, and examinations, ensuring timely and accurate preparations and responses when needed.
- Lead data protection officer functions, including GDPR management and reporting.
- Lead corporate health and safety functions.
- Strategic lead for whistleblowing, anti-bribery, fraud, anti-money laundering/MLRO.
- Prepare and present regular reports and updates to board, committees and executive leadership across all areas of responsibility.
- Chair business, risk and governance fora as required.

Risk

- Develop, implement and drive the risk management framework for Notting Hill Genesis.
- Ensure the group and executive boards are provided a fit-for-purpose risk appetite and risk register.
- Oversee the development and maintenance of risk reporting to ensure risks are being effectively managed and the organisation is held to account.
- Evaluate and monitor third-party/vendor relationships to assess potential risks and ensure compliance with regulatory requirements, implementing robust due diligence processes and oversight mechanisms to manage third-party risks effectively.

- Develop and promote a strong risk culture.

Assurance

- Provide a single focus for all corporate compliance reporting and monitoring, including health and safety.
- Establish a demonstrable three lines of defence model and assurance functions, also working with other key control functions to ensure a robust assurance framework, map plans and reporting are in place.
- Provide oversight of regulatory compliance activities, ensuring adherence to relevant laws, regulations, and industry standards, and overseeing regulatory reporting requirements, examinations, and audits.
- Manage the external audit function provisions.

People

- Provide strategic, collaborative and inclusive organisational and functional leadership ensuring all team members and related functions are managed to high performance standards, with development plans to help them achieve their potential.
- Establish a continuous improvement environment where everyone in the team is ever improving.
- Collaborate with all internal stakeholders to achieve the best outcome for Notting Hill Genesis, and ensure the team do the same.