



Governance Services Officer

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What's it all about

To provide comprehensive & pro-active support to the Head of Governance, the Director of Governance and Compliance and the Group Board, Committees and Shareholders of Notting Hill Genesis.

How you'll make a difference

Manage the successful delivery of meetings, events and functions to support the delivery of NHG's governance calendar and ensuring compliance with the RSH standards, the NHF Code of Governance and all applicable laws and regulatory requirements.

How you'll do it

- Leading on NHG's governance calendar including organising meetings, training, induction, accommodation, travel and catering for Board and committee meetings.
- Oversee the spend for all NED events within NHG's governance calendar, whilst being commercially aware and looking to deliver value for money in our approach.
- Provide governance administration support to at least one committee including preparing agendas, arranging and minuting meetings, 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.
- Support as required the organisation of and administration of the AGM's for all group members, general meetings and special general meetings.
- Deliver and ensure timely and appropriate communications to our NHG Shareholders, Board members and all wider relevant colleagues.
- Support on the administration of the recruitment, induction, appraisal and retirement of Board, Joint Venture and committee members, ensuring records are maintained and accurate at all times, onboarding is scheduled and completed and keep such processes under review.
- Support the delivery of the Board & Committee member learning & development plan & delivery, maintaining accurate training records, scheduling training and supporting the head of Governance or Director of Governance and Compliance in the annual appraisal process, skills mapping and succession planning as required.
- 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 the planned projects, such as NED Automated Onboarding plan.
- Maintain and pro-actively improve administrative systems and working practices, including forward/project plans, electronic filing systems, mailing lists and databases.
- Support the Head & Director of Governance and Compliance in maintaining the efficient delivery of the governance framework, ensuring that the Terms of Reference, Standing Orders and Financial Regulations are regularly reviewed and updated.
- On a rota oversee the management of the Governance inbox, addressing and responding to queries or escalating as appropriate.
- Process Board 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.

- 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

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	• Inclusive
• Progressive	• Empowered
• Dependable	

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

- Proven experience of working with a wide variety of people at all levels
- 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