

Job Description

Governance and Compliance Assistant



Directorate:	Corporate Services
Team:	Governance and Compliance
Role Type:	Remote
Reports to:	Governance and Compliance Team Leader
Direct Reports:	N/A
Overall, Job purpose:	
To provide effective and accurate administrative support to deliver a range of governance and compliance duties to the highest possible standard to meet the needs of the business. In addition, support the Governance and Compliance Team Leader to maintain an effective and efficient department meeting legal, regulatory and compliance standards.	
Core responsibilities:	
<ul style="list-style-type: none"> • Support with the administration of the Group Board, sub-committees, key internal meetings and ad hoc requirements, managing and leading entire meeting process, including minuting, diary control and forward planning. Ensuring report accuracy and quality improvement where needed. • Support the business by conducting compliance surveys and transactional surveys to assess business performance in key areas. • Provide support to ensure CKH meets regulatory and compliance standards, in particular compliance with the Consumer Standards. • Be the first point of contact for Consumer Standards related queries as the subject matter expert. • Support the business with governance and compliance queries through team communication channels. • Support the business to ensure compliance issues and their resolution are managed and reported consistently across the organisation. • Work with stakeholders across the business to support compliance with; governance and compliance standards, reviewing processes and monitoring compliance with laws and regulations. 	

- Provide support for internal training development and communications for training (including bespoke at-request training, weekly adapted legal training and news circular) and the HALA training calendar with access to recorded training opportunities.
- Support completion of annual returns and financial statements, including submissions to the FCA and Companies House.
- To be responsible for raising purchase orders using the POP order system, processing invoices and special payment requests.
- Provide secondary support for all Anti Money Laundering (AML) requirements, including managing the online registration with HMRC.
- To maintain the Governance and Compliance Inbox and provide administration for the electronic signing of legal documents through Power of Attorney.
- Be able to identify, recommend and champion new and improved ways of working to continuously improve CKH's processes.
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Key Relationships

Will be required to liaise with and maintain working relationships with the following key contacts / areas of service:

- Governance and Compliance Team Leader
- Service Manager – Governance and Compliance
- Director of Corporate Services
- All other Service Managers within CKH
- Directors Team
- Group Board
- Chief Executive
- External customers and representatives (including family of tenants/customers, health professionals etc.)
- Any third party providers or organisations involved with the provision of service

Dimensions:

Build and maintain relationships with stakeholders, including directors' team, tier 3 managers, IT team and other business departments and leads.

Additional information:

No job description can cover every issue which may arise, and the post holder is expected to carry out other duties as required from time to time.

Action

Commitment

Excellence

Integrity

Teamwork

Person specification

Requirements	Essential Criteria	Desirable Criteria
<p>Knowledge and experience</p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> • Experience of working in Governance and Compliance area • Excellent working knowledge of Consumer Standards • Experience of working to support at executive and board-level • High level of knowledge of using computer-based IT systems including Microsoft Word, Power Point, Excel, Outlook, QLX etc. • Experience and understanding of confidentiality, security and client data and the General Data Protection Regulations (GDPR) • Experience of working in a fast-paced, complex and high-level administration position • Experience of dealing with complex and 	<ul style="list-style-type: none"> • Experience of working in the housing sector/care sector • Company Secretary /supporting role experience

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	challenging customers over the telephone, email and face to face	
Skills and abilities <i>Describe the skills and abilities required to do the job effectively</i>	<ul style="list-style-type: none"> • Ability to communicate at all levels of the organisation • Ability to proofread and have excellent attention to detail and level of accuracy • Ability to understand complex information and terminology from a range of sources • Strong analytical skills • Excellent time management skills • Ability to effectively communicate in a patient, sympathetic and tactful way by telephone with tenants, leaseholders and colleagues • Ability to work as a team member and under own initiative and manage a heavy and complex workload • Ability to contribute to and maintain high quality service delivery 	

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	<p>by performing to targets</p> <ul style="list-style-type: none"> • Ability to communicate to a high-level, effectively both verbally & in writing • Ability to record information accurately & concisely • Able to work in a pressurised environment and to make decisions and initiate action in a calm, efficient manner. • Ability to be highly organised and prioritise competing work priorities. • Excellent customer care skills. 	
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Personal behaviours and style

We look for people who are committed to and demonstrate our core values of:

- **Action:** Getting things done while being accountable. *Delivering on objectives and taking responsibility for the service. A positive attitude.*
- **Commitment:** Putting customers first. *Being customer focussed, delivering excellent services to external and internal customers. Adopting a flexible approach.*
- **Excellence:** Always striving to be the best. *Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.*
- **Integrity:** Honest and open in everything we do. *Maintaining our code of conduct and always acting professionally*

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<p>• Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i></p>		
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and/or specific occupational training required</i></p>	<p>Educated to A-Level or equivalent – English Language or Literature A-Level</p> <p>Evidence of CPD</p>	<p>Degree level qualified or demonstrable experience</p>
<p>Additional requirements</p> <p><i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i></p>	<p>N/A</p>	
<p>Version control:</p>		
<p>JD authorised by (Director):</p>	<p>Andy Gipp</p>	<p>Date: October 2024</p>

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