OSPREY HOUSING STAFFING STRUCTURE JANUARY 2027

- CHIEF EXECUTIVE OFFICER
  - DIRECTOR OF HOUSING SERVICES
    - HOUSING OFFICERS
    - TENANCY SUSTAINMENT COORDINATOR
    - TENANCY SUPPORT OFFICERS
    - HOUSING MANAGER
      - HOUSING ASSISTANTS
      - HOUSING ADMINISTRATOR
  - DIRECTOR OF ASSETS
    - ASSET OFFICERS
    - CONTRACTS OFFICERS
    - SUSTAINABILITY OFFICER
    - ASSET MANAGER
      - ASSET ASSISTANTS
      - ASSET APPRENTICE
      - ASSET ADMINISTRATORS
  - DIRECTOR OF FINANCE
    - FINANCE AND BUSINESS ANALYST
      - DIGITAL DEVELOPMENT LEAD
    - FINANCE ASSISTANTS
  - PEOPLE AND GOVERNANCE MANAGER
    - GOVERNANCE AND COMPLIANCE OFFICER
    - HR AND CORPORATE SUPPORT ASSISTANT

Job Description

Job Title:	**Governance and Compliance Officer**
Department:	**Corporate Services**
Location:	**Westhill**
Reports to:	**People & Governance Manager**

Role Purpose
Write a short description of the role below:
The job holder is responsible for: To provide professional governance, compliance and data protection support, ensuring effective governance arrangements, regulatory compliance, performance reporting and Board administration.

Areas of Responsibility	
Financial:	Health and Safety expenditure within budget limits
Direct Reports:	None
Resources:	None
Operating Environment:	Office based. Supports distressing or emotional circumstances. Deals with welfare issues, long term sickness, redeployment & redundancy, grievance & discipline, mediation, tribunal and court hearings. Supports complaints process including tenants' complex and possibly hostile complaints. Little exposure to unpleasant working conditions

Accountabilities	
1.	Support the P&OM, CEO, Senior Leadership Team and Board in maintaining and administering effective governance arrangements
2.	Minute taking for governance meetings
3.	Undertake delegated duties on behalf of the Company Secretary.
4.	Coordinate and administer Board and Committee meeting diary, agendas, papers and distribution of reports
5.	Ensure governance records, registers and decision-making processes are maintained accurately.
6.	Participate in the review of governance policies and procedures to ensure they remain compliant with legislation and best practice

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7.	Maintain governance and compliance frameworks ensuring effective systems are in place for legislative and regulatory assurance including supporting CEO with administration of regulatory submissions
8.	Identify new and emerging compliance requirements
9.	Support CEO and SLT on risk management administration and reporting arrangements supporting Board assurance
10.	Maintain document management systems and information governance processes
11.	Act as Data Protection Officer
12.	Ensure records management processes comply with legal and regulatory requirements
13.	Co-ordinate data management information requests to ensure response times and data release conform to legislative requirements
14.	Promote and monitor organisational health and safety systems
15.	Ensure office-based health and safety compliance
16.	Maintain, monitor and develop employment Health and Safety policies and procedures
17.	Provide administration support to the Health and Safety Committee including taking minutes of meetings
18.	Approve Health and Safety expenditure within budget limits
19.	Collect, analyse and report governance and corporate performance information
20.	Prepare governance and performance reports for Board and Committees
21.	Liaise with CEO and support the administration of engagement with regulators, statutory returns, regulatory submissions, consultants, legal advisers and external agencies on governance matters
22.	Administer and coordinate Board skills assessments and appraisals
23.	Identify training and succession requirements for Board members on conclusion of appraisals
24.	Organise Board member conference attendance and training
25.	Administratively support Board effectiveness reviews and governance improvement initiatives

Professional and Behavioural Skills, Educational Requirements	
Professional Skills	
Professional skills are experiences within certain fields of work eg technical expertise required for the role; demonstrate the level of problem solving and know how required	
Essential:	• Working within an office management role (2 year) • Evidence of implementing organisational policies and procedures • Substantial experience in providing quality administrative support • Experience of compiling reports/communications for management teams and key stakeholders using a range of numerical data • Knowledge of H&S Legislation
Desirable:	• Experience within a Housing environment • Experience in dealing with external contractors • Meeting minute taking experience

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Behavioural Skills	
Behaviour skills are how the job holder is required to successfully interact with others internally and externally to achieve business goals e.g. initiative, results orientated, teamwork, leadership	
Essential:	• Ability to prioritise own workload • Ability to communicate at all levels (verbal and written) including active participation at meetings • Highly motivated, enthusiastic and able to use own initiative • Team player • High levels of numeracy, accuracy and attention to details
Desirable:	Current driving license and own transport
Education Requirements	
Essential:	• CIPFA Diploma in Corporate Governance or willing to work towards
Desirable:	• HNC in business administration or related discipline (SCQF Level 7)

Signatures		Date
Postholder(s)		
Manager		