

## **Governance & Risk Manager**

**Reports to:** Head of Governance

**Responsible for:** No Direct Reports

**Reviewed:** August 2024

**Working in: The Governance Pod**

**Employment: 12-month fixed term - Full time – Hybrid working**

At Red Kite we don't just work for our tenants, we work with them. We are committed to high standards of corporate governance and to having policies and services that meet the needs of our tenants and our staff. Building sustainable communities and a supportive and cohesive workforce is key to delivering our objectives as a community-based organisation.

The primary focus of this position is to:

- To take a lead role under guidance of Head of Governance of our preparation for forthcoming RSH Inspection. The role will work closely with Senior Leadership Team (SLT), Executive Leadership Team (ELT), the Board and where applicable our Residents Representative Team, to ensure preparedness for the forthcoming RSH Inspection with the view to achieve G1, V1, C1 assessment. The non-exhaustive list of activities to include:
  - Preparation of an exhaustive review of all important documentation, policies, and procedures. This is a leadership and hands on role, the postholder will ensure that documentation is appropriate including preparing and documenting those areas that are identified as needing an improvement
  - Ensuring quick access to essential documents such as tenancy agreements, stock condition survey, asset management, maintenance and governance documentation is available and working with the Senior Leadership Team to remedy any potential issues before an inspection.
  - Lead documentation of our compliance with the consumer and economic standards
  - Lead preparation of assurance across the organisation working with colleagues across the business, to prepare documentation for inspection on:
    - property inspections and maintenance to comply with health and safety standards
    - tenant satisfaction.
    - our tenancy management documentations
- To provide advice, guidance and briefing across the Red Kite Group on housing strategies, policies, projects, in relation to the requirements of the Regulator of Social Housing (RSH) Consumer and Economic Standards and Housing Ombudsman Service (HoS).
- Review our risk policy framework and lead on the risk appetite and tolerance assessment and sessions with the Board with a view to making the risk appetite and tolerance 'live' in all material decisions and/or projects we undertake
  - Ensuring that our three lines of defence are appropriate and we continue to embed throughout the organisation and remain compliant with regulation and legislations.

## **What we need you to do:**

- Advise the Board and ELT/SLT on RSH Inspection preparation.
  - Lead and advice on the RSH Inspection compliance framework.
  - Responsible for overseeing and advising on policy compliance with relevant regulations and legislations from our regulatory bodies such as the HoS and RSH.
  - Keep abreast of regulatory and legislative changes that would impact the business and advice on impact and compliance ahead of change.
  - Working with senior stakeholders on initiatives and projects to improve service delivery on compliance with regulatory and statutory obligations.
  - Reporting on external benchmarking data – housing market analysis, sector risk profile and HoS spotlight reports and legal case updates, sector reviews to improve policies, strategies and service delivery.
- Lead, develop and review where applicable,
    - policies and procedures documentation to comply with the RSH regulatory framework and HoS requirements
    - statutory registers and constitutional documents
    - the Board and committees forward planners
  - Support the Head of Governance in training /briefing on key statutory and legislative matters to SLT, ELT, Board and committees.

## **As a person, you will:**

- Have significant experience of working for regulatory bodies e.g. a Private Registered Providers, HoS, RSH etc.
- Have experience in RSH inspection
- Risk management experience
- Excellent communication, interpersonal and presentation skills
- Be a constructive and positive communicator at all times and at all levels with both tenants and colleagues
- Be highly organised, attention to detail, prioritising in a busy environment
- Be accurate, diligent and conscientious
- Be confident and able to work independently
- Be able to support a wide range of staff, each with their own priorities and deadlines
- Be driven to succeed against your objectives and enjoy knowing that you have played your part in a successful team
- Have an infectious 'can do' attitude that rubs off within the team and instils confidence in all around you
- Be able to build and maintain excellent working relationships with our partners and tenants as well as other key stakeholders
- Be able to build effective and productive working relationships with staff across the business