Application Pack

30th April 2025

Dear Applicant

Post of **Corporate Governance Manager**

Please find attached the application pack for the above post.

The **closing date** for the return of the completed applications and equality monitoring form is:

12 noon Monday 19th May 2025

Please submit a **CV with cover letter**. Guidance notes for applicants be found on page 12.

The provisional interview date is week beginning **Monday 26th May 2025**

If you have any questions or, would like further information, please do not hesitate to contact Gary Dalziel, CEO at recruitment@elderpark.org.

Thank you for your interest and we look forward to receiving your application.

Welcome to Elderpark

Dear Candidate

Thank you for your interest in working with Elderpark Housing Association.

We are an organisation based within the local community and see the role of a Housing Association as much more than just providing homes for our tenants to live within.

Elderpark Housing is an organisation that seeks to recruit excellent and high potential employees and provide them with the support to flourish and have a thriving and successful long term career with the association and the sector. We believe this will be an exciting and interesting role working for an organisation that values our employees placing a significant emphasis on them achieving their full potential. We will support you to develop your skills, undertake any training and education which benefits your professional development and provide you with the tools to be successful in the position.

Within a sector where there is a set grading structure, the monetary offer doesn't differ considerably but what we offer is an outstanding modern working environment which is caring and friendly. You will have the opportunity to contribute to our ongoing success as an award winning, well respected and prominent housing association both within the community and the sector.

This year we will be celebrating 50 years of Elderpark and so there has never been a better time to join our team and get involved with our celebrations.

I hope the opportunity to work with Elderpark Housing is something that interests you and look forward to receiving your completed application.

Gary Dalziel

Gary Dalziel
Chief Executive

About Elderpark

Elderpark Housing was established in 1975 and currently owns approximately 1260 homes with majority being in Central Govan although we have a number of properties within the areas of Ibrox, Kinning Park and Cessnock.

In addition to being a landlord we provide factoring services to approximately 240 owners. The vast majority of our homes are tenemental flats which account for over 80% of the stock the Association provides for rent.

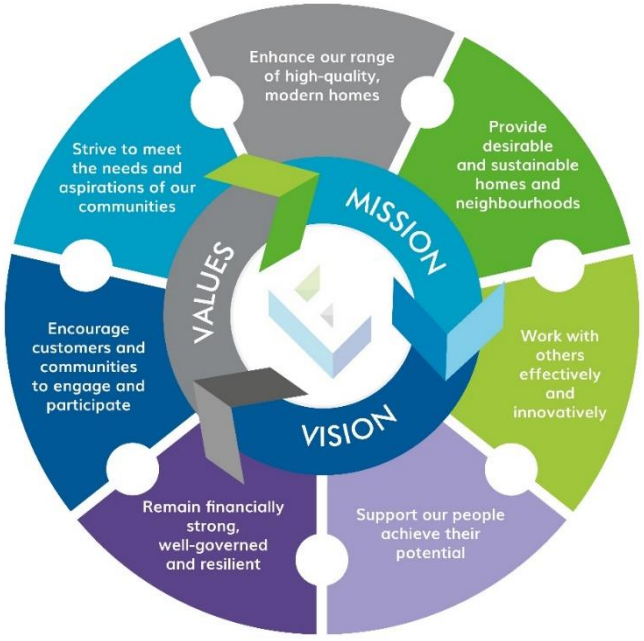
The Association is a 'not for profit' organisation, registered and regulated by the Scottish Housing Regulator and is governed by a Voluntary Management Committee of up to 15 people and currently employ around 34 staff.

Our Vision

A Vibrant neighbourhood where everyone can prosper.

Our Values

Adaptable, Caring, Fair, Reliable, Open



Job Description

Job Title: **Corporate Governance Manager**

Grade: **EVH 9 (Spinal Points SM1 to SM3)**

Salary: **£53,904 to £56,558**

Responsible To: **Chief Executive**

Key Aims of the Post

The key aim of the Corporate Governance Manager post is to ensure that the organisation has high quality governance procedures that are effectively developed and monitored to ensure best practice. The post holder will be expected to take a lead role within the organisation in meeting and exceeding the current regulatory framework; achieving the various regulatory compliance obligations of the association and helping drive forward positive practice in governance and leadership within the Management Committee and employees.

The role will also take responsibility for areas including –

- Oversight and delivery of a strong performance management framework
- Present reports direct to the Management Committee on assurance framework and other topics as outlined in job description
- Committee member support and development including recruitment and training
- delivery of corporate functions including external communication, complaints and customer engagement
- Support the HR & Corporate Services Officer with the associations people strategies and processes including HR, well-being and training and development when required
- Take an active role in business improvement projects acting as project lead for organisational wide activities
- Acting as the associations Data Protection officer and ensure compliance with GDPR, Environmental and FOI Information requirements and obligations

The post holder will take direction from the Chief Executive and ultimately the Management Committee with recognition that due to the nature of the functions contained within this job

description there will be crossover into other departments and functions therefore engagement and interaction with the Management Team will ensure its successful delivery.

The key aims of the post include: -

- To work across the organisation to ensure that effective, strong and well understood governance systems are in place
- To maintain and develop a strong knowledge of all the associations policies and procedures, particularly in relation to governance, corporate and human resources functions to ensure we meet all regulatory, statutory and legislative requirements
- To ensure that the association is compliant across a range of areas including FOISA, GDPR, and the Scottish Housing Regulators Regulatory Framework
- To provide high quality advice, support and guidance to the Senior Management team and Management Committee to meet our requirements
- To work with the HR and Corporate Services Officer and Corporate Services Administrators to deliver an effective, efficient and excellent Corporate Services function which includes working with the Management Committee, communication with our customers and training and development across the organisation.

Principal Responsibilities and Duties

Governance

- Provide expertise and advice in relation to governance, the Association's rules, the strategic role of the Management Committee and key organisational documents such as the standing orders, scheme of delegation etc
- Undertaking research and providing reports and guidance on Regulatory and Governance standards to the Senior Management Team and Management Committee.
- Maintaining and developing effective governance registers such as membership, donations, entitlements and benefits, gifts and hospitality, contractors register and office bearers in line with the regulatory framework
- Maintain and continuously evolve systems and processes used to record and evidence compliance with regulatory standards and support the preparation of Annual Assurance Statements to the Scottish Housing Regulator (SHR).
- Oversee delivery of actions identified through the annual assurance exercise including reporting regularly to the CEO and Management Committee on progress against these actions.
- Support and assist the CEO in ensuring the tasks and duties of Company Secretary, as set out in our Rules, are appropriately delivered and discharged.
- Lead on the regular review of Governance policies through researching best practice to develop, produce, implement and review Governance policies and procedures

- To oversee and ensure that the identification and assessment of Management Committee skills, experience and knowledge is undertaken annually working with external consultants where appropriate which identifies any gaps and the co-ordination and delivery of Governance and associated training.
- Support the CEO with the ongoing recruitment of management committee members including delivering a strong and robust induction and training programme.
- Work with the Corporate Services Administrators to provide high quality and professional Management Committee support, including minute taking, coordination and production of committee induction packs.

Compliance

- Ensure compliance with the General Data Protection Regulation, Environmental Information and Freedom of Information legislation.
- Act as the Association's Data Protection Officer
- With the Director of Finance and IT as the lead officer, where applicable, be involved in governance related areas within functions including internal audit and risk management
- Compilation and analysis of key performance indicator data including annual return on the charter (ARC), quarterly key performance indicators and organisational data analysis to the Management Committee. This includes taking an active role in the validation of data, particularly in relation to the ARC return and ensuring effective reporting systems are in place across the organisation.
- Maintain the Association's Policy Register advising the Management Team when policies are due to be revised, ensuring the most up to date version is available to the public and colleagues.
- Ensuring compliance with returns and frameworks of regulators such as the Scottish Housing Regulator (SHR), Financial Conduct Authority (FCA), and Office of the Information Commissioner taking the lead role in those within the remit.
- Liaise with the Director of Asset Management, Asset Manager and Asset Officer (Safety and Compliance) to ensure that the associations legislative and regulatory obligations are recorded effectively ensuring compliance with our obligations.

Organisational

- Co-ordinate, develop and review relevant promotional activities, including working with the Corporate Services Administrators to develop high quality publications including Newsletters, Annual Report and other external communication documents both for on-line and hard copy publications.
- Lead on the implementation and oversight of our Equalities Strategy ensuring that the association understands and delivers on all aspects of equalities.
- Oversee effective implementation of the complaints and compliments policy and procedures, ensuring compliance with SPSO requirements. Conduct analysis and

ensure effective learning from complaints to drive service or process improvements ensuring effective use of the Housing Management Software systems cases module.

- Prepare quarterly complaints and compliments reports for the Management Committee and CEO in line with SPSO requirements.
- Together with Corporate Services Administrators be responsible for co-ordination and delivery of corporate meetings and events including AGM
- Work with the Corporate Services Administrators to maintain website, social media platforms and other communication channels to ensure up to date, relevant information and liaise with colleagues to co-ordinate response to customer enquiries / comments on social media in a timely and organisational wide manner.
- Together with the HR and Corporate Services Officer prepare an annual training and development plans using information from the Annual Performance Review System and other appropriate sources.
- Supervise, support, develop and motivate the Corporate Services Department by ensuring that they are capable of undertaking all tasks associated with their Job Descriptions.
- Along with the Corporate Services Department ensure regular assessment undertaken place on stock of all consumables such as stationery-.

Other

- Comply with the Association's Health and Safety policies and raise any unsafe conditions and practices to their line managers
- Attend training sessions, both internal and external, as required
- Where required be available to work out-with office hours to deliver services which meet the need of the organisation and our service users
- Undertake regular one to one monthly meetings and annual appraisals with HR and Corporate Services Officer and Corporate Services Administrators
- To actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- Any other duties specified by the CEO that would be considered reasonable within the general level of responsibility attached to the post
- Represent the association at internal and external meetings
- It should be noted that this as with any job role within the association the duties and tasks may evolve over time. The principal duties contained within this job description are designed to provide a guide to the types of activities that may be undertaken on a daily basis within the association.

Person Specification

Experience and Qualifications	Essential	Desirable
Experience within a successful Registered Social Landlord or housing related organisation	X	
Experience of delivering an effective and high-quality governance process within an organisation	X	
Experience of working with Boards and Committees	X	
Experience in developing high quality policies through reviewing best practice and researching possible options	X	
Experience in collation of performance or other statistical information	X	
Experience of staff management, including performance management and training		X
Experience of leading on projects and activities across an organisation		X
Possession of a relevant professional qualification or equivalent experience and member of professional body		X
Experience of supporting and managing corporate events		X
Educated to degree level in a relevant subject (e.g. SCQF Level 9 or above)		X
Knowledge	Essential	Desirable
Excellent and up to date understanding of governance, regulation, legislation and company secretarial compliance and best practice	X	
Detailed knowledge of the Scottish Housing Regulator's Regulatory Framework	X	
Demonstrate a knowledge of relevant compliance legislation (FOI, GDPR, OSCR etc)	X	
A broad knowledge of the SPSO Complaints Handling Process	X	
An understanding of Human Resources legislation and good practice		X
Skills and abilities	Essential	Desirable
Excellent communication, listening and interpersonal skills including presenting to a range of audiences	X	
Excellent report and policy writing skills including ability to disseminate information across organisation	X	
Ability to develop good relationships with colleagues and external agencies to meet the objectives of the role	X	

Ability to motivate, empower and develop your colleagues within the team and across the organisation	X	
Ability to suggest and implement innovative solutions to improve the services of Elderpark Housing	X	
Ability to analyse complex corporate and business issues; identifying direct and indirect factors quickly and accurately.	X	
Ability to monitor and manage a budget in relation to Governance and Corporate activities		X
Decisive individual who can confidently make informed decisions and recommendations		X
Other	Essential	Desirable
Passionate about achieving your goals and objectives	X	
Committed to thriving within the organisational culture	X	
Flexibility in working arrangements (willing to work outside normal working hours when required)	X	
Excellent ICT skills, including word, excel, power point, outlook along with a talent for social media		X
Driving license and access to your own car		X

Summary of Principle Terms and Conditions of Employment

Job Title:	Corporate Governance Manager
Salary:	£53,904 - £56,558 per annum EVH Grade 9, SM1 – SM3
Contract:	Full Time, Permanent
Hours of Work:	35 per week, Monday to Friday 9am to 5pm (also a requirement to work out with office hours).
Leave Entitlement:	Up to 30 days annual and 13 public holidays.
Place of Work:	65 Golspie Street, Govan, G51 3AX (or any other location as necessary)
Notice Period:	8 Weeks
Salary Payment Date:	27th of each month
Pension:	The association offers a SHAPS Defined Contribution Scheme with the employer contributing a maximum of 12%
Professional Fees:	One set of relevant professional fees paid annually

This summary is for guidance only and will not form part of the contract of employment.

All offers of appointment are subject to two satisfactory references, proof of identity to work in the UK, a Basic Disclosure Scotland Certificate and proof of qualifications where necessary.

People Benefits

Why work with us?

- Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days Annually
- Health & Wellbeing initiatives
- Counselling Services
- Professional Membership Fees (annually)
- Employee voice channels including an Employee Forum
- Pension scheme with a maximum contribution of 12% employer provided employees pay 6%

Winning the CIH award for 'Excellence in Learning and Development' November 2023.

Our Values

Caring	We demonstrate a caring, kind and compassionate nature.
Reliable	We are honest, trustworthy and reliable in everything we say and do.
Fair	We are fair and non-discriminatory at all times, treating each individual with the utmost respect.
Open	We display strong integrity, ensuring everything we do is carried out in an open and transparent manner.
Adaptable	We are adaptable and responsive to change in order to meet the needs of our customers and organisation.

Guidance Notes for Applications

Please read these notes carefully

We are inviting candidates to submit a **CV with cover letter** for this role.

It is important that your application highlights supporting evidence of how your previous experience and skills relate to the criteria outlined in the job description and person specifiation, also why you want this role and what you will bring to our organisation.

As part of the application process, we ask that you complete an Equal Opportunities Monitoring Form which you can access by clicking HERE.

Please return your CV and cover letter to recruitment@elderpark.org.

Your application will be treated in the strictist of confidence.

If you wish to post a hard copy of your application, the full postal address is as follows:

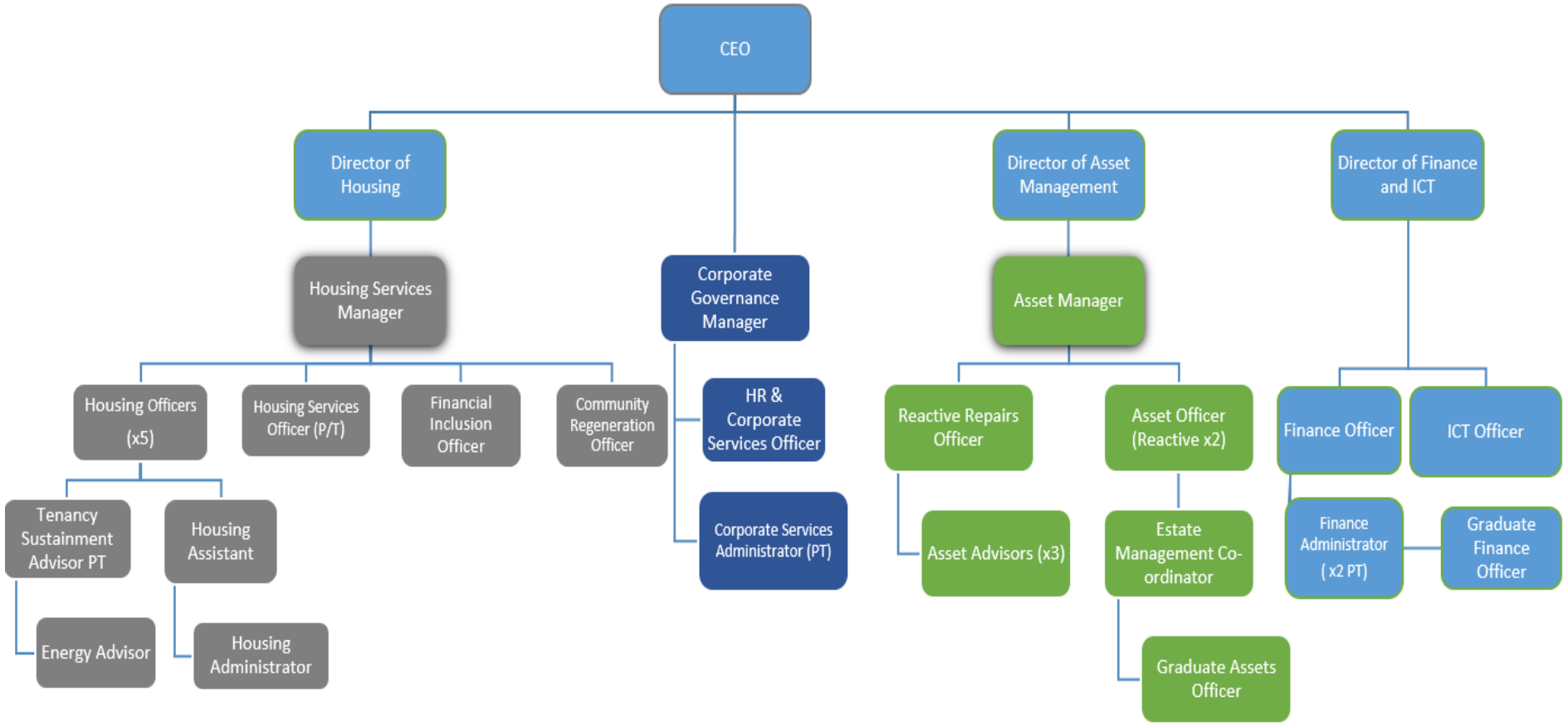
Corporate Services Department
Elderpark Housing
65 Golspie Street
Govan
G51 3AX

Applications will be considered and assessed against the requirements of the person specification in order to select the candidates for interview stage. If you are successful at this stage, you will receive an email inviting you to attend an interview. If you unsuccessful, you will be notified by email.

If you are invited to interview, it will last for approximately 45 minutes. All information will be provided to you in an invite to interview email. If you require any adjustments to support your attendance at an interview, please let us know.

If you have any queries about the position or the selection process please contact recruitment@elderpark.org.

Elderpark Staffing Structure May 2025



Elderpark Housing Association

65 Golspie Street

Glasgow

G51 3AX

Email: Recruitment@elderpark.org

Phone: 0141 440 6164

Driving directions to our office:

https://www.youtube.com/watch?v=z566yYSscZg