



CLYDE VALLEY
GROUP

**CVHA
Senior
Governance
& Risk
Officer**

An aerial photograph of a residential development. The houses are arranged in rows, with grey tiled roofs and solar panels. The buildings are a mix of light-colored and brick. There are green lawns and wooden fences between the houses. A road is visible in the middle ground. The overall scene is a modern, planned housing estate.

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WELCOME FROM THE CHIEF EXECUTIVE



Dear Candidate,

Thank you for taking an interest in the role of **Senior Governance & Risk Officer** at Clyde Valley Group.

We appreciate that the Covid 19 pandemic continues to present a significant range of challenges for everyone. CVG is continuing in its commitment to support our team and customers through this difficult time and to be even more flexible and adept in how we work and in how we deliver services and review our priorities. I'm proud to say that we're handling this situation, as ever, with compassion, mutual support and professionalism.

Working as part of the Corporate Services team you will support Clyde Valley in delivering on our Corporate Strategies by ensuring that we meet our legal obligations and are running effective governance systems.

We're also a growing organisation. The Group has successfully established our reputation for building high quality new affordable homes for 25 years for social rent, mid-market rent and market sale. Over recent years we have invested over £200m in Government housing grant and private finance from our lenders in new homes and have become one of Scotland's main developing Registered Social Landlords. We will be completing some 600 new homes by the end of 2022, mainly for social rent.

Clyde Valley Housing Association is a Registered Social Landlord and a charity. We want to achieve the right balance of investing in new and existing homes and services with offering our customers great value for money at a price they can reasonably afford. We recognise the pressures our customers face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity.

Much is changing for our customers and for the housing sector and Scottish Government is encouraging us all to think as far ahead as 2040. There are huge challenges of achieving a carbon neutral Scotland, addressing poverty and inequality, growing numbers of older people and single households, health needs, homelessness, welfare benefit changes and the rapid development of new technology in all areas of life. We'll be doing more work on the future design of our new and existing homes to support people throughout life changes.

Ambition and a focus to deliver better drives us on a daily basis and we intend to ensure our customers experience excellent service and influence what we do, in ways that make them feel valued and understood. Over the next 2 years, our service will look and feel more responsive, modern and flexible as we use customer insight and data to drive decisions and improvements. There will be more opportunities to access services 24/7 on- line and we will continue to test and drive up the quality of our customer service and performance, including through Customer Services Excellence Accreditation.

If you're successful, I'm confident that you'll receive the warmest of welcomes and you'll feel valued as part of an exceptional team. We're a team that chooses to be positive. Getting the right work/life balance for our people is a must and we're delighted to have maintained Healthy Working Lives Gold since 2020.

Clyde Valley Housing Association wants every member of its team to realise their potential, so we can meet future challenges, spot new opportunities and deliver something exceptional for customers.

We look forward to receiving your application and best of luck!

Lynn Wassell

Lynn Wassell
Chief Executive
Clyde Valley Group



ABOUT CLYDE VALLEY GROUP

Who We Are

CVHA is a Registered Social Landlord (RSL) partner in Lanarkshire and East Dunbartonshire, Our Group continues to grow and we now own around 4200 homes and provide factored services to more than 3000 owners. We are proud that people see us very much as a local and regional landlord and employer. We make a notable difference to lives and communities, including to help meet housing needs. By 2025, we'll be providing a brilliant customer experience to at least 8500 customers.

Our Vision

To provide high quality homes and services that make a difference to people's lives and their communities

Our Values

BE all about the customer

Customers are our first priority and they drive everything we do and how we do it. This means we will make sure we know our customers well, do the right thing, and always deliver on our promises.

BE ambitious

CVG and our people continue to grow and we'll always be ready for any opportunity as long as it benefits our customers. We'll support customers to realise their ambitions too.

BE driven by excellence

Our CVG team is relentless about doing better for customer, learning and focussed on improving performance, doing more for customers and reducing customer effort.

BE caring

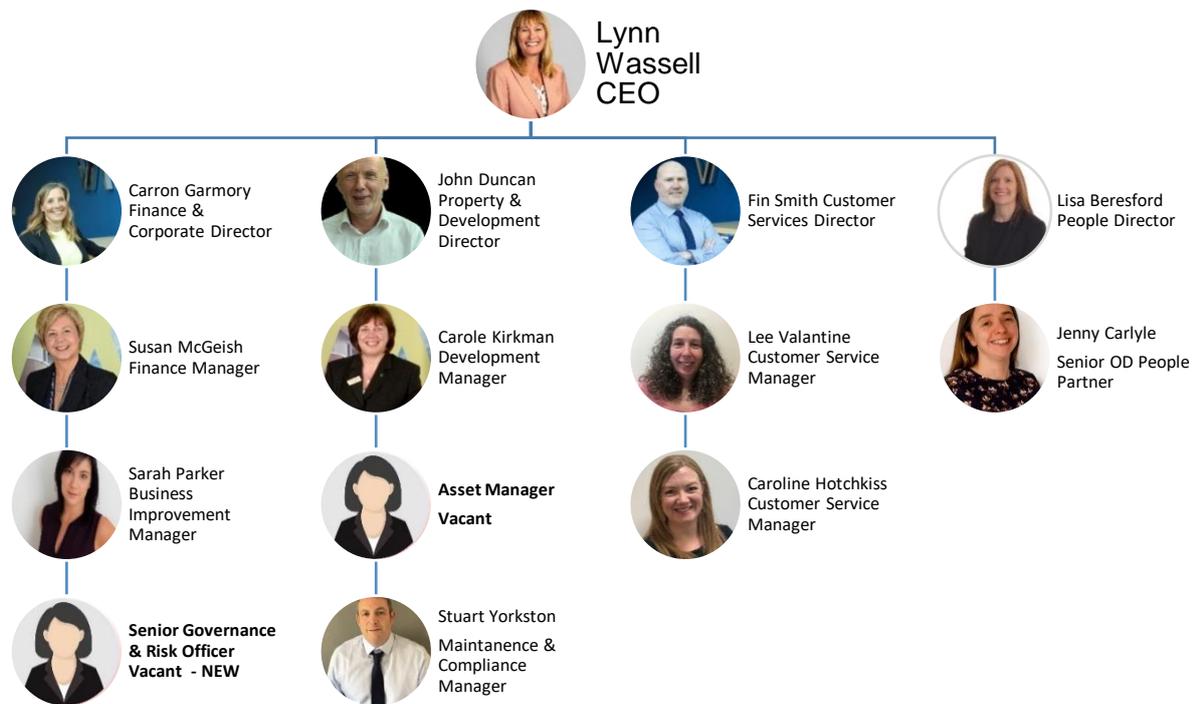
Most importantly we're people centred, will listen and support customers and each other. We care about getting it right for customers

*To view our corporate strategies and supporting case studies click [here](#)

*To view our short films made click [here](#)



CLYDE VALLEY GROUP STRUCTURE



ROLE PROFILE

Job Title: Senior Governance & Risk Officer

Salary: EVH Grade 8 £40,234 - £43,530

Responsible for: Corporate & Governance Team

Reporting to: Director of Finance & Corporate Services

Overall Purpose:

As Senior Governance & Risk Officer you will learn to become a key manager within the Clyde Valley Group. You will work with and support the Director of Finance and Corporate Services, Executive Management Team, Board and Committees to provide effective advice and business guidance to aid in making sound business decisions in the long and short term. This is a trainee position, where the successful completion of training will lead to a Governance and Risk Manager post.

You will be the central point of contact for risk and corporate governance across the Group and be responsible for all statutory and regulatory compliance and submissions. You will manage the Internal Audit Programme and planning and respond to Audit Committee requirements. You will also be responsible for statutory and legal requirements in relation to data protection and information management. Support and training will be given in these aspects from members of the Corporate Services team and across the organisation where required.

Actively participate in the development, management and implementation of corporate activities, including the following:

- Risk Management
- Governance
- Performance Management
- Internal Audit Compliance
- Business Continuity and Disaster Recovery
- Regulatory Compliance
- Communication Strategy and delivery

Key Accountabilities:

- Manage, co-ordinate and develop the Group's governance systems, including the implementation and ongoing review of all associated policies, procedures and regulatory guidance and requirements.

- Ensure the preparation, collation and distribution of agendas, meeting information packs, minutes and reports and managing subsequent actions for Board and Committee, Audit Committee and other sub-group meetings.
- Present governance and compliance reports to board members, stakeholders, and executives in formal meetings.
- Manage the preparation and submission of statutory and regulatory compliance reports to agreed timescales.
- Responsibility for the Group's Risk Framework ensuring this aligns to the Regulatory Framework and meets the needs of an ambitious RSL.
- Regularly review and update the Group corporate risk register in conjunction with senior management.
- Provide technical guidance to senior management regarding the regular review of the Group risk management policy update and review of Group data protection, information management, governance and business compliance related policies.
- Ensure compliance with FOI, GDPR and data retention policies and procedures.
- Develop and manage the interface between the governance department and other internal and external stakeholders.
- Provide risk, information management and governance management analysis to senior executives to aid in long-term and short-term decision making.
- Agree and coordinate a programme of Group internal audit in conjunction with senior management.
- Responsible for Performance Management Framework and the associated performance reporting systems.
- Stay up to date with governance, information management and risk management reporting standards, legislation, guidance and technological advances; and develop the Group's business systems to reflect these.
- Manage and co-ordinate the Group's business continuity systems.
- To research good practice, develop, produce, implement and review corporate policies, processes and management guidelines.
- Responsible and accountable for governance and compliance for the Group, this will include areas related to the organisational requirements in areas such as;
 - SHR Regulatory Requirements
 - Organisational Legal Compliance
 - Data Protection & GDPR (and undertaking the DP Officers role and responsibilities)
 - Freedom of Information requirements (FOI), Environmental Information Regulations (EIR)

Leadership and People Management

- Provide positive and effective leadership to the team on a day-to-day basis
- Responsible for ongoing reviews of direct reports, to recognise coaching and training need and to promote staff development
- Deliver appropriate training within team/department required to support service delivery
- Take an active part in the Managers Group and the Exec-Leadership Team
- Fully engage your team in the Clyde Valley Group annual appraisal process, ensuring clear goals and objectives are set and tracked and that all team members have a personal development plan in place
- Actively support, promote and celebrate success

- As line manager, ensure performance management, personal development and succession plans are in place for all employees and where possible, opportunities for career development and progression are made available
- Ensure effective application of all Clyde Valley Group HR Policies within your team
- Promote health, safety and wellbeing activities which encourage and support work/life balance
- Carry out all Management duties effectively including financial budgets, Health & Safety standards, Equalities, Performance Management and Risk Management, ensuring that the highest standards of governance, regulation and compliance are upheld and adherence to all relevant policies and procedures.

Partnership Working

- Develop excellent customer relationships and work with colleagues across the group to deliver an innovative and pro-active customer service.
- Participate in meetings with customer groups and various external agencies as required
- Attend other meetings as required.

Service and Performance Management

- Manage and mentor department staff and encourage team working and effective communication with colleagues.
- Monitor and control team and delegated expenditure in line with budget provision.
- Coordinate a partnership working approach with colleagues and teams to improve services to customers
- Responsible for the organisation and delivery of projects under the direction of the Finance & Corporate Services Director.

Compliance and Other

- Undertake a lead role for organisational support responsibilities associated for the Group; this will include areas reported through the Group Corporate Governance Board reports related to KPIs, Risk Management, Internal Compliance, Internal Audit and Assurance (Annual Assurance Statement requirements and Strategic Objectives Mapping).
- Represent the Association at meetings, working groups and other relevant working groups/forums.
- Lead in the development, review and revision of policies and procedures as they relate to the provision of CVG Governance & Risk.
- Undertake other reasonable duties as may be required.

The job description is intended to provide an outline of the post of Senior Governance & Risk Officer. The roles and responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and thus, you may be required to carry out additional duties as allocated by the Finance & Corporate Services Director.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Degree or equivalent experience can be demonstrated 	<ul style="list-style-type: none"> • Full membership of a relevant professional body • Coaching qualification or experience • Governance or Risk Qualifications
Experience	<ul style="list-style-type: none"> • Demonstrable experience of working in a business support role within a relevant service organisation, • Experience of operating within a high compliance environment • Experience of applying legislation and giving related guidance and advice 	<ul style="list-style-type: none"> • Experience of working in a coaching environment • Experience in the social housing sector • Managing and servicing management boards and committees • A proven track record of developing and implementing corporate policies, strategies and publications • Managing and ensuring regulatory compliance with the Scottish Housing Regulator's Regulatory Framework or other regulatory frameworks • Leading on Risk Management Framework and managing, monitoring and reporting on organisational and operational risk registers • Leading on organisational compliance in relation to information governance related legislation such as GDPR and other information related legislation such as FOI and EISR

	Essential	Desirable
		<ul style="list-style-type: none"> Developing and implementing business management policies and support systems such as business continuity arrangements Leading on internal audit programme and outcomes and reporting to Audit Committee. Leading and managing a Corporate Services Team
Knowledge/ Understanding	<ul style="list-style-type: none"> Working knowledge of information governance related legislation such as GDPR and other information-related legislation such as FOI and EISR Understanding of risk management and practical application 	<ul style="list-style-type: none"> Knowledge within which Housing Associations and charities operate Working knowledge of charity and group structures
Skills	<ul style="list-style-type: none"> Ability to influence at a senior level Excellent communication skills High levels of attention to detail Ability to analyse and interpret data High degree of accuracy Excellent verbal and written communication skills including report writing & presentation High proactivity/ initiative Excellent IT skills A clear thinker, decision maker, and planner 	<ul style="list-style-type: none"> Strong negotiation skills Project management skills Ability to understand, interpret and comply with RSL legislation and regulation Ability to interpret complex legal documentation

	Essential	Desirable
People Leadership	<ul style="list-style-type: none"> • Ability to create and promote a team culture • Courage to tackle performance issues • Ability to motivate, develop and get the very best out of a team • Inspires teams to connect with our customers • Excellent interpersonal skills 	
Personal Qualities	<ul style="list-style-type: none"> • Strategic thinking • Personal integrity and confidentiality • Customer focus • Interpersonal awareness • Commitment to promote equal opportunities and diversity • Creative, innovative and collaborative thinking and ways of working • Outward looking, seeking ways to continuously improve and learn • A passion for excellence • Drive, determination and personal resilience • Supports others to realise their potential. • Strong commitment to the ethos and values of the Clyde Valley Group and the social housing sector, including principles of involvement, equality and social justice • High standards of integrity and fairness 	<ul style="list-style-type: none"> • Commercial awareness and a risk positive approach to business decisions • Networking abilities, sound political judgement and ability to promote the Group
Other	<ul style="list-style-type: none"> • Work flexibly 	<ul style="list-style-type: none"> • Driving licence

YOUR APPLICATION

In order to apply please send us:

- A comprehensive up-to-date CV which shows your full career history;
- A supporting statement explaining why you are interested in this role and how you match the person specification placing focus upon the Essential and Desirable criteria and how your previous experience matches this;
- Details of two referees (referees will only be contacted with your permission at offer stage) and current remuneration;
- The declaration form – this can be downloaded by clicking [here](#). Completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity;

Please note that applications can only be considered if all the documentation is complete.

Please email your application – recruitment@cvha.org.uk

Closing Date for Applications: 25th November 2021

If you wish any more information regarding Clyde Valley Group, you can visit our website at www.cvha.co.uk

APPLICATION GUIDANCE NOTES

These notes are intended to help you present your application so that we understand how closely you fit what we are looking for. Please read the guidance carefully and refer to it as you complete the application form.

CV's

CVs must be submitted alongside a supporting statement and declaration form. CV's should ideally be no longer than two A4 pages.

SUPPORTING STATEMENT

This is one of the most important sections of the application form, and it is crucial that you understand what we are looking for so that you can present your application in the best way.

Your supporting statement should be no longer than three A4 pages long and should be typed in Arial, font size 11 or similar.

We shortlist candidates for interview against the person specification. This sets out what we think are the essential and desirable knowledge and experience, qualifications, skills, qualities and abilities for the job role. When we shortlist, how you meet the requirements set out in these areas.

Please refer to the person specification of the vacancy you are applying for which can be found within this recruitment pack. This outlines the essential and desirable criteria for the post to which you are applying.

It is important that you demonstrate what the person specification sets out. For example, if we said that good customer service skills were essential, we would like you to explain in what ways you display these skills and how you would apply that to the job role. Think about how you would 'sell' those skills to us to meet the criteria?

REFERENCES

Please provide employment references, not character references. Your referees should be your two most recent employers, including your current employer if applicable. Make sure that you give the employment address of your referees, not their home address.

References from relatives, close friends and partners are not acceptable. If your current or previous employer happens to be a relative, close friend or partner, please let us know, so that we can discuss with you whether to approach someone else for a reference instead. We will only take up references when we have decided to make an offer of employment.

If you have not previously held two jobs, or if they were a long time ago, or if you have been in education or doing voluntary work rather than paid employment, we will be happy to take references from (for example) an educational establishment or a voluntary group instead.

GUARANTEED INTERVIEW

As a Disability Confident Employer, we shall interview all disabled candidates who meet the minimum essential requirements for the post. If you tell us that you are disabled, we will ensure that we make reasonable adjustments during each stage of the recruitment and selection process and if you join us, to where and how you work.

KEY TERMS AND CONDITIONS

REMUNERATION & BENEFITS

- Defined pension contribution scheme (employer contribution of 9.6%)
- Flexible working opportunities
- Excellent learning and development opportunities
- On-going personal development
- Clyde Value (employee discounts and benefits)
- Health and wellbeing initiatives
- Use of pool cars

HOLIDAY ENTITLEMENT

40 days leave per year (inclusive of public holidays)

WORKING HOURS

Normal working hours are 35 hours per week, based around the usual business week; however, attendance at out of hours meetings may be required from time to time.

PROBATION AND NOTICE PERIOD

- The probationary period for all roles is 6 months.
- The notice period after the probationary period is 1 month.

LOCATION

Your normal place of work will be at our office at 50 Scott Street, Motherwell, ML1 1PN, but attendance at meetings and travel across our operating area is expected. Our team are currently mostly working from home due to Scottish Government restrictions in place for the Covid-19 pandemic.