

# Assistant Director of Corporate Services

## Job Description



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<b>Department:</b>	<b>Finance and Resources</b>
<b>Reporting to:</b>	<b>Finance and Resources Director</b>
<b>Part of:</b>	<b>Senior Management Team (SMT)</b>
<b>Responsible for:</b>	<b>PR and Communications Manager, Governance Manager,</b>
<b>Salary range:</b>	<b>£60-70,000 per annum, inclusive of car allowance</b>

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### Summary of Role

To lead, manage and develop Mount Green's corporate services which includes Governance and Company Secretarial support, Public Relations (PR), Communication and Marketing services and Human Resources (HR) support and advice, and ensuring maximum performance through high quality and cost-effective arrangements, which are accountable to customers and stakeholders, as well as the Executive Team and Board, ensuring the service is fully compliant with the applicable regulatory standards.

Responsibility for critical support areas of the business that underpin our core functions of providing affordable housing and its associated services to residents/ customers. These both relate to key internal audiences around the staff and Board, but also vital external audiences, most importantly residents, but also other core stakeholders like our Regulator, Homes England, local authority partners, our funders, consultants, contractors and developers.

Provide strong, inspirational, leadership and direction for staff, to facilitate a one-team culture across the business that delivers high performance and ensures that Mount Green is able to keep residents/ customers at the heart of our business.

Develop effective working relationships with colleagues across Mount Green and external partners, including agencies providing PR and HR advice and support, and ensuring compliance with our adopted National Housing Federation's Code of Governance, the Regulator of Social Housing's (RSH) Governance and Financial Viability Standard and associated Code of Practice, and any other relevant legislation and regulation, as well as Mount Green's Corporate Plan/ Business Plan objectives and strategy.

### Key Corporate Tasks

- Contribute to the strategic drivers of Mount Green through participation as a full member of the Senior Management Team (SMT) and ensure that the Corporate Plan objectives, individual business units plans and Mount Green's values are effectively communicated to staff and then implemented and delivered;

- Contribute to and/or prepare reports to the Executive Management Team and the Board and its Committees, including sharing up to date and emerging information on policies, new legislation, new guidance and the latest good practice;
- Ensure that appropriate and consistent management and business controls are in place;
- Manage and influence your staffs' performance to ensure that expectations are clear, with poor performance addressed and strong performance recognised;
- Provide effective new staff inductions to ensure staff understand Mount Green and its ethos, as well as their job role to be able to completely fulfill its requirements and expectations;
- Lead staff to embrace change as a constant and support the new information and communications technology (ICT) changes in line with the digital transformation strategy to ensure future needs of customers and efficiency are achieved;
- Ensure all your service areas have properly constituted budgets, including compiling realistic budgets with appropriate targets, levels of activity and programmes to deliver corporate services;
- Ensure all relevant budgets are monitored and controlled effectively, in accordance with the agreed procedures, levels of delegated authority and financial control/ audit requirements and adhere to Mount Green's financial regulations;
- Demonstrate a culture of value for money, understanding industry best practice in corporate service areas and relevant key performance indicators (KPIs) and peer benchmarking, where relevant;
- Develop and maintain a good working relationship with key external stakeholders, especially PR and HR agencies providing an important part of service delivery advice and support, as well as other providers and suppliers etc;
- Promote and embed equality, diversity and inclusion as an integral aspect of working for Mount Green, leading by example;
- Ensure the effective management of health and safety arrangements of staff, contractors and customers;
- Ensure appropriate policies, procedures and risk management processes are in place for the delivery of the corporate services;
- Through the delivery of corporate services assist with providing an environment that supports our aim of residents having safe and pleasant homes, estates and neighbourhoods to live in; and
- Carry out any other duties which are consistent or commensurate with the role and/ or as directed by the Finance and Resources Director, the Chief Executive and/ or Board.

## **Key Service Area Tasks**

### Governance functions:

- Lead on the effective governance of the business, ensuring that the role of Company Secretary is fulfilled by a suitably trained person and that Mount Green complies with the adopted National Housing Federation's Code of Governance, the Regulator of Social Housing's (RSH) Governance and Financial Viability Standard and associated Code of Practice, and any other relevant legislation and regulation;
- Provide the critical link between Mount Green and the Board and ensure that there is effective communication between the Chair and the Chief Executive, and that all the necessary Board and Committee meetings are in place to effectively run and scrutinise the business;

- Ensure that all Board and Committee meetings are serviced effectively, either through face to face or virtual meetings, and that all papers and information is provided in good time and to the required standard;
- Ensure that any Board away days are organised effectively and supported appropriately based on the Chair, Board and Chief Executive's requirements;
- Ensure that there is an effective risk management approach for Mount Green by developing, implementing and maintaining an effective risk management strategy to enable risks to be identified, assessed, controlled and managed;
- Maintaining and keeping up to date trackers to monitoring the delivery of actions from various meetings and activities such as internal audit reports;
- Ensure an assets and liabilities register is kept, updated and reported on as required;
- Ensure that all preparation and submissions of the annual Statistical Data Return (SDR) regulatory return are made and all other required returns are made, on time, to the RSH as required, including any additional data requests required by the RSH;
- Puts in place adequate insurance cover is in place for the business across all the necessary insurable risks;
- Assist Mount Green's Data Protection Officer in all Data Subject Requests (DSR) and keeping staff informed in any Data Protection changes; and
- Maintain records for any reported instances of Money Laundering, Bribery, Fraud and Whistleblowing and report on accordingly.

Human Resources functions:

- Lead on ensuring all company activities are supported by an effective human resources (HR) function including recruitment, payroll, employment policies and benefits services, where access to employees and managers around basic company information, such as maternity leave and sick pay, can be provided;
- Lead on the relationship with our HR support agency and ensure that advice and support to deliver our HR objectives are achieved, including the advice and support of line managers in managing their teams and implementing our performance management framework;
- Ensure HR services are up to date with all the latest changes to employment law;
- Ensure that HR services support managers to develop strategies for growth and development of their staff by implementing training programmes;
- Ensure the maintenance of accurate and up to date employees' information on the HR database exists, including highly confidential records and information of a sensitive nature;
- Ensure that the annual coordination of performance management reviews, salary cost of living awards and any bonus payment award given at the discretion of the Board, takes place; and
- Lead on an exploration and implementation of an employer accreditation scheme that will further develop the business and its staff, and provide external validation to prospective staff and partners of our commitment to employee investment.

Communications and marketing functions:

- Lead on the development, production and implementation of a forward thinking Communications and Marketing Strategy, and ensure this changes and evolves as the organisation does;
- Lead the relationship with our public relations (PR) agency and ensure advice and support delivers our expected outcomes and communication objectives;
- In close cooperation with the PR agency, represents Mount Green in discussions with

Government, any special interest groups, and other organisation's where influence is to Mount Green's benefit;

- Where it will further Mount Green's image and reputation, fulfill public speaking engagements on behalf of the business at press conferences, media interviews, and presentations;
- Ensure that the website content is fit for purpose, accurate and informative for residents and customers as well as stakeholder organisations, and that services delivered through the website are easily accessible and effective for residents and customers;
- Ensure that a strong social media presence for Mount Green which keeps residents up to date and informed and helps enhance Mount Green's reputation, as well as ensuring there is effective monitoring of public opinion and topical issues, and appropriate responses are provide where necessary;
- Ensure that there is effective liaison and co-ordination with Mount Green's resident engagement activities and that maximum use of made of publicising how residents are able to influence strategic direction and monitor service delivery;
- Ensure that as well as supporting the above, the PR and Communications Manager:
  - Undertakes communication campaigns and plans public relations programmes and develops and manages Mount Green's brand identity;
  - Responds to media and public relations enquiries and arranges interviews with media outlets, where necessary, and prepares and distributes press releases;
  - Writes, edits and produces newsletters, brochures, and other publications required to promote Mount Green
  - Assists the business with the preparation of annual reports, business profiles, and other corporate documents;
  - Assists in the writing of speeches and oversees the development of visual and multimedia aids for internal and especially external presentations;
  - Organises and manages special events, including staff conferences, training sessions and other related events; and
  - Helps to ensure that risk assessments and crisis management plans are developed around possible major incident scenarios and implements them to protect Mount Green's reputation.

**Note:** This job description is a summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time.

# Assistant Director of Corporate Services

## Person Specification



1.	Education and Qualification	Essential	Desirable
1.1.	Educated to degree level or equivalent related qualification	<input checked="" type="checkbox"/>	
1.2.	Relevant professional qualification in PR and Communication, HR or Governance.		<input checked="" type="checkbox"/>
2.	Knowledge and Experience		
2.1.	At least 3 years' experience of operating at a senior management level in at least in one of the corporate service functions	<input checked="" type="checkbox"/>	
2.2.	Demonstrable track record of success at senior management level within the corporate services	<input checked="" type="checkbox"/>	
2.3.	Experience of developing a commercial approach within a business		<input checked="" type="checkbox"/>
2.4.	Proven strategic thinker with the ability to articulate and present ideas and experience of writing and presenting high quality reports, briefing papers, business cases and strategy documents	<input checked="" type="checkbox"/>	
2.5.	Experience of effectively planning and managing budgets, and monitoring financial performance	<input checked="" type="checkbox"/>	
2.6.	Experience of implementing a strong performance management culture	<input checked="" type="checkbox"/>	
2.7.	Experience of working in partnership with internal and external stakeholders to deliver improved services and performance		<input checked="" type="checkbox"/>
2.8.	Experience of working at a senior management level with a Board, Committees and stakeholders		<input checked="" type="checkbox"/>
3.	Skills and Ability		
3.1.	Ability to investigate, identify, develop, plan and implement innovative service delivery models to meet service delivery demands	<input checked="" type="checkbox"/>	
3.2.	Ability to carry out risk appraisals of main service areas and delivery models and critically evaluate options and solutions	<input checked="" type="checkbox"/>	
3.3.	Ability to apply and articulate a risk management approach to the corporate services functions	<input checked="" type="checkbox"/>	
3.4.	Excellent communication and presentation skills (verbal and written)	<input checked="" type="checkbox"/>	
3.5.	Numerate and data literate, with an ability to demonstrates an analytical approach and strong problem solving skills	<input checked="" type="checkbox"/>	
3.6.	A good eye for detail, while also able to see the big picture	<input checked="" type="checkbox"/>	
3.7.	Prioritises and plans effectively	<input checked="" type="checkbox"/>	
4.	Behavioural Competencies		
4.1.	Good team player – able to work positively with and support others	<input checked="" type="checkbox"/>	
4.2.	Sets stretching performance targets for self and team	<input checked="" type="checkbox"/>	
4.3.	Results orientated and shows determination to reach targets and objectives	<input checked="" type="checkbox"/>	
4.4.	Open and honest, with a strong sense of integrity	<input checked="" type="checkbox"/>	

4.5.	Able to 'live' the organisations values around leadership, residents, empowerment, focus and pragmatism	<input checked="" type="checkbox"/>	
4.6.	Flexible, 'can do' attitude, able to generate a strong team spirit, that pulls together a team to achieve key goals and objectives	<input checked="" type="checkbox"/>	
4.7.	Will push the boundaries and has a real sense of exploring the art of the possible to get the job done	<input checked="" type="checkbox"/>	
4.8.	Not to tolerate any form of racism or discrimination within the workplace or within the communities where we own and manage homes. To commit to ensuring our staff, residents and partners are not exposed to racism or discrimination while working for Mount Green or living in one of our homes and being robust in responding where this is noticed or reported to us.	<input checked="" type="checkbox"/>	
<b>5.</b>	<b>Commitment / Other</b>		
5.1.	The post holder must be able to work outside of normal working hours on some occasions	<input checked="" type="checkbox"/>	
5.2.	UK Driving licence with insurance for business purposes	<input checked="" type="checkbox"/>	