

Job Title: Governance & Operations Lead

Directorate: Finance and Business Services

Location: Hybrid / Cardiff

Contracted Hours: 28 hours per week (Part-Time)

Salary: £48,000 pro rata (paid monthly)

1. JOB PURPOSE

- To act as Company Secretary, ensuring Community Housing Cymru's (CHC) full compliance with the Charity Commission, Companies House, and all legal/regulatory requirements.
 - To provide high-level governance support to the Board and its Committees, ensuring the effective, transparent, and compliant running of the organisation.
 - To lead the delivery of identified and relevant corporate projects, ensuring they are managed effectively and aligned with CHC's strategic objectives.
 - To act as the Data Protection Officer (DPO), providing expertise and oversight regarding data privacy and security.
 - To oversee the "Business Support" function, ensuring high-quality administrative and PA support for the CEO and Board through the management of the Business & Executive Support Coordinator (BESC).
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2. REPORTING STRUCTURE

- **Reports to:** Chief Executive
 - **Direct Reports:** Business & Executive Support Coordinator (BESC)
 - **SMG Status:** Attends Senior Management Group (SMG) meetings by invitation to provide input on governance, risk, and corporate projects as required.
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3. DIMENSIONS

Budget Responsibility

- Management of budgets related to governance, board expenses, and allocated corporate projects.

Team Management

- Line management and professional development of the BESC.

Authority Level

- **Company Secretary:** Formal responsibility for statutory filings, register maintenance, and board minutes.
 - **Project Lead:** Authority to lead and coordinate resources for the delivery of specific corporate projects.
 - **DPO:** Designated officer for data protection compliance and breach reporting.
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4. MAIN ACCOUNTABILITIES OF THE POST

Governance & Company Secretary

- Manage the business of the Board and its Committees, including agenda planning, high-quality minute taking, and the tracking of all governance actions.
- Ensure all statutory filings for the Charity Commission and Companies House are submitted accurately and on time.
- Maintain the CHC Governance Framework, including the Articles of Association, Standing Orders, and Delegated Authorities.
- Lead on Trustee recruitment, induction, and the ongoing board development and appraisal cycles.

Corporate Project Delivery

- Lead on the successful delivery of identified corporate projects, managing timelines, resources, and stakeholders to ensure objectives are met.
- Provide regular progress reports on project delivery to the CEO and SMG.
- Act as a central point of expertise for project management methodology within the organisation.

Operations & Compliance

- **Data Protection:** Act as the DPO, ensuring CHC meets its GDPR obligations and managing any data-related queries or Subject Access Requests (SARs).
 - **Risk Management:** Maintain and update the Corporate Risk Register, ensuring risks are identified and reported to the Board and SMG.
 - **Line Management:** Direct the work of the BESC, ensuring the CEO, Deputy CEO and Board receive exceptional administrative and logistical support.
 - **Facilities:** Oversee the management of CHC's physical and virtual office environment to ensure it remains fit for purpose.
 - **Compliance:** Ensure CHC is compliant with relevant legal and regulatory requirements.
 - Any other duties commensurate with this role.
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5. WORK CONTEXT

CHC

- This role will work in a dynamic and collaborative team that puts our membership at the heart of our activity.
- At CHC, we work in a way that ensures we connect with our colleagues, our members, and other stakeholders.
- This could mean working in an office, working from home or visiting members and stakeholders across Wales.

Governance & Operations Team

- This team is the "backbone" of CHC, ensuring the organisation is safe, compliant, and well-governed. This role requires a high degree of discretion, technical governance knowledge, and the ability to drive projects forward.
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6. AUTONOMY AND DECISION-MAKING

Decisions this role will make:

- Content and format of statutory filings and board documentation.
- Project management day-to-day coordination and resource allocation.
- Management of the BESC and the allocation of administrative hub resources.

Decisions this role will refer:

- Major changes to the Articles of Association or Governance structure.
 - Final approval of strategic project outcomes or high-level risk mitigations.
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7. COMMUNICATIONS

Internal

- Board Members and Committee Chairs (Regular contact regarding meetings and governance)
- Chief Executive (Daily collaboration)
- Senior Management Group (SMG) (Project, risk management and governance reporting)
- Wider staff team (Regarding data protection and corporate projects)

External

- Charity Commission and Companies House
 - Legal and Governance advisors
 - Welsh language Commissioner
 - External project partners and stakeholders
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8. MAIN AREAS OF DIFFICULTY

- Managing a complex "non-finance" compliance and project portfolio within a 28-hour working week.
 - Balancing the strict, time-bound requirements of statutory governance with the proactive nature of project delivery.
 - Ensuring governance standards are maintained across the organisation while supporting the delivery of fast-paced corporate changes.
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9. KNOWLEDGE, SKILLS AND ATTRIBUTES REQUIRED FOR THE POST

Essential:

- Proven experience in a Governance and Company Secretary role, with a strong understanding of charity and company law.
- Demonstrated experience in Project Management, with the ability to take a lead role in delivering corporate initiatives.
- Experience in line management, with a track record of supporting and developing staff.
- Exceptional writing skills, with the ability to produce high-quality, professional minutes and board papers.
- Strong knowledge of Data Protection (GDPR) and experience managing compliance in this area.

Desirable:

- Professional qualification in Governance or Project Management (e.g. CGI/ICSA, PRINCE2).
 - Experience in risk management and maintenance of corporate assurance and risk frameworks.
 - Ability to speak and write in Welsh.
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