



Job description

Job Title: Governance & Compliance Officer

Responsible to: Governance & Compliance Manager

Responsible for: N/A

Purpose of the post:

- To provide proactive support to the Governance & Compliance Manager (Deputy Company Secretary), helping them to manage effective governance, regulatory and internal compliance activity across the Hastoe Group (Hastoe Housing Association and its subsidiaries).
- As part of this, the job holder will take the lead in the day-to-day coordination of insurance claims and related queries. The job holder will also be required to support key governance activity, e.g. statutory filings, minute taking and the administration of board and committee meetings.

The key areas of responsibility are:

Compliance Activity

- Delivering the Group's internal compliance monitoring programme, ensuring checks are completed, recorded and reported appropriately.
- Maintaining and updating compliance registers ensuring accuracy and regulatory readiness.
- Coordinating and managing Subject Access Requests, liaising with relevant colleagues to prepare responses for approval by the Governance & Compliance Manager.
- Monitoring and tracking internal audit recommendations, escalating overdue actions to the Governance & Compliance Manager.
- Supporting the review and monitoring of policies and procedures, ensuring timely updates and escalation of non-compliance.
- Producing routine compliance reports and tracking information for management review.
- Providing other ad hoc support related to corporate compliance and internal audit activity.



Governance Activity

- Providing coordination and administrative support for Board, committee and subsidiary governance processes.
- Supporting the preparation, collation and distribution of Board and committee papers via the governance portal.
- Supporting statutory filings including annual returns, confirmation statements and related submissions.
- Assisting with declarations interest processes, Board member onboarding and induction coordination.

Insurance Activity

- Taking the lead in coordinating insurance claims, working with relevant colleagues and the external claims handler to collate and share information required to support the timely resolution of claims.
- Escalating to the Governance & Compliance Manager any significant risks / issues identified relating to new or existing insurance claims.
- Supporting the Governance & Compliance Manager with the annual insurance renewal exercise, including the processing of payments.
- Providing other ad hoc administrative support related to insurance activity.

Organisational responsibilities:

- Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
- Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
- Participate in agreed internal and external training and events.
- Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time-to-time to meet the changing requirements of the Group.



Person Specification

Attributes	Essential	Desirable
Education and Training	• A-Level educated or equivalent. GCSEs (or equivalent) must include a Grade C or above in both English and Mathematics.	• Degree educated in Law, Business or similar discipline.
Skills, Knowledge and Experience	Exceptional attention to detail • Strong verbal and written communication skills. • A basic working knowledge of data protection principles. • Confident user of MS Office, specifically including Word and Outlook (intermediate) and Excel (basic). • Some experience of working with senior stakeholders. • Able to organise and re/prioritise own workload.	• Knowledge of Content Management Systems (e.g. intranet). • Some hands-on experience of governance, data protection and/or insurance claims 'in practice'. • Direct experience of the housing sector and/or a demonstrable understanding of the work High-level administrative experience gained in a practical environment of housing associations.
Personal Attributes	• Willingness to learn and develop in the role. • Self-motivated to complete tasks in a timely manner and to a high standard. • Positive and friendly approach, with a willingness to take the initiative (where appropriate). • Highly flexible and adaptable. • Committed to continuous learning / professional development. • Customer Inspired: A positive approach to customer service (for both internal and external customers). • Open and Transparent: Able to listen, learn and improve. • Professional: Able to take ownership of your actions and cope well under pressure. • Passionate: Able to go the extra mile to find solutions and meet deadlines.	



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| | <ul style="list-style-type: none">• Enterprising: Willing to seek new learning experiences. | |
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