

Corporate Services Manager

Job Description

Purpose of the Job: To provide PA support to the Chief Executive, and the Chair of the Board, ensuring a high quality service is provided for all Board members and at all meetings of the Board and its Committees. As a member of the executive team contribute to the wider management of the company, and deputise for the Chief Executive when that post holder is away from the office. Manage all office systems ensuring office processes are efficient and support the aims of the business. To work with the Chief Executive in marketing WHH, and be the company lead on HR, health and safety, GDPR, and complaints. Line manage 2 members of staff as agreed with the Chief Executive, and carry out other duties that are commensurate with the seniority of the post.

Main Duties

No Job Description can define every task and function to be carried out, but the main duties will be:

PA, and Board

- Provide a PA service for the Chief Executive, managing the Chief Executive's diary, dealing with enquiries and correspondence, scheduling regular meetings with key contacts, and arranging and servicing meetings of the executive team
- Deputise for the Chief Executive when that post holder is away from the office
- Provide a PA service to the Chair of the Board, maintaining contact at least weekly, and ensuring that the Chair is provided with whatever administrative support as necessary
- Work with the Chief Executive and the Chair in arranging annual appraisals and ad hoc review meetings with Board members
- Work with the Chief Executive and Chair to agree agendas and papers for all Board and Committee meetings are agreed, collated, and distributed on time. Maintain a rolling record of all decisions made at Board and Committee meetings and retain full sets of papers for all Board meetings for a period of 10 years
- Service all meetings of the Board and Committees, ensuring that draft Minutes are produced within 3 working days of each meeting
- Make arrangements for preparation of venues for meetings, and arrange catering as required. Meet and greet Board members on arrival and any additional guests in a professional manner
- Ensure that Declarations of Interest forms are completed by all Board members each year, and are returned to the Chief Executive before the end of each financial year
- In September each year, following consultation with the Chief Executive and the Chair prepare a schedule of Board and Committee meetings for the next calendar year

Office systems and administration

- Ensure that all expenditure is made in accordance with the Financial Regulations
- Manage budgets for each year and contribute in annual budget preparation with the Finance Manager and Chief Executive
- Be the company lead on Data Protection and GDPR
- Lead on compiling, checking, and submitting statutory returns to the lead regulator
- Ensure payment runs are well managed and payment queries dealt with promptly
- Ensure petty cash for the office is well managed, and checked each month
- Ensure that all telephone calls are dealt with promptly and efficiently

- Take the lead in ensuring that the office complies with all Health and Safety regulations. Arrange an annual health and safety inspection, and ensure the outcomes are reported to the Board
- Manage the contracts for office cleaning, security (alarms, etc.)
- On at least an annual basis review the property files, ensuring all legal documents, agreements, and history of works carried out are in place and accessible
- Ensure that WHH has ICT systems in place that are relevant to and support the business
- Meet with WHH's ICT supplier at least annually to keep contractual arrangements under review
- On an annual basis report to the Board on ICT within the business
- Ensure that all staff have the equipment to fulfil their duties, including home working where this is required, hand held technology, etc.
- Lead on putting in place arrangements to protect WHH's systems in the event of an emergency, including "backing up" of files and prompt restoration of normal services

Marketing and PR

- Maintain, develop, and keep up to date a list of all key contacts within local authorities, partner organisations, the housing regulator, CIH, NHF, M.P.'s, and other relevant external bodies
- Ensure that WHH's website is kept up to date, and helps present a positive professional image for the company
- Schedule regular meetings for the Chief Executive to meet representatives of all key contact organisations
- With the executive team develop proposals to market WHH externally, and to regularly put forward proposals for photo. opportunities and other PR events
- Arrange 2 events each year where Board members can meet with representatives of key partners
- Keep WHH's tenants' newsletter, and all other external communications under review, to ensure they present a positive image and to help further WHH's business objectives
- Develop and maintain a high quality photo. library for WHH, for use in external communications

HR

- Act as a confidential "sounding board" on staff issues for the Chief Executive
- Arrange for payment of salaries each month after approval by the Chief Executive
- Ensure staff files are kept up to date, kept confidential, are well maintained, and that all relevant approvals (right to work in the UK, DBS checks, references, etc.) are in place
- Arrange regular 1:1s, and annual appraisals, for the staff team
- Ensure that all staff performance targets are recorded and monitored on an ongoing basis
- Ensure annual Declarations of Interest forms are completed, and that for all staff DBS checks are in place and up to date
- Process requests for Annual Leave and manage sickness absence notifications in line with company policy
- Oversee and contribute to the recruitment of new staff, including advertising, recording and collating applications, arranging interviews, obtaining references, etc.
- Ensure the Staff Handbook is reviewed at least annually and updated to comply with best practice

Line Management

- Manage 2 line reports, ensuring staff are given support and direction so that they are able to perform their duties to a consistently high standard
- Ensure that line reports are appraised on a regular basis, and development needs identified and addressed

Health and Safety

- Be WHH's lead on health and safety, ensuring that all staff are aware of their responsibilities, and that briefings are arranged for all staff members every year
- Ensure that WHH is compliant with all its legal requirements on regular servicing of equipment and utilities, and that the Audit Committee and the Board is updated on compliance performance each year
- Arrange for all tenants, members of staff, and Board members to be reminded of their health and safety responsibilities each year

Complaints

- Act as the Complaints Officer for WHH ensuring that all complaints are dealt with within set time limits, and that all complaints are seen as a means to improving service delivery. Produce a report on an annual basis for discussion and review by the Board

Contractors and suppliers:

- Ensure that lists of all contractors and suppliers are in place, ensuring that both are reviewed on a rolling basis and that outcomes are reported to the Audit Committee and the Board annually
- Ensure that all contractors provide evidence of insurance cover for all liabilities when working for WHH and that all their staff have current clear DBS checks in place
- Each property has an up to date contractors list locally for emergencies and various repairs.
- Keep the list of suppliers under close review, with the objective of achieving good Value For Money

Policies

- Working with the executive team ensure that all policies are kept up to date and reviewed by the Board on a planned basis
- Keep all HR, health and safety, ICT, and data protection policies under regular review, and recommend changes as required

Other

- Be a member of the office rota for dealing with out of hours emergencies

Person Specification

The criteria for shortlisting for interview are divided into **Essential**, and **Desirable** requirements. Unless otherwise shown as Desirable (**D**), all other requirements are Essential to the job.

Personal attributes

- Well organised, proactive, and self motivated
- Able to deputise for the Chief Executive with authority when required
- Able to establish and develop good relationships with the Chair and the Board
- Committed to continuous improvement
- Excellent communication skills - oral and written
- Able to work with people from all backgrounds
- Good people skills and telephone manner
- Can demonstrate the delivery of an excellent customer service
- Good attention to detail
- Can manage confidential information to a high professional standard
- Able to obtain clearance under the Disclosure and Barring Service
- Committed to the principles of Equality and Diversity
- Committed to the personal development of self and others
- Able to attend meetings outside normal office hours - evenings, and occasional week ends
- No known personal circumstances would that prevent the post holder performing their duties

Skills

- Previous experience of managing staff
- Constructively challenges working practices to help generate efficiencies
- Able to generate original business correspondence in "house style"
- Able to write and present reports for consideration by the Board
- Able to Minute meetings, and organise and distribute meeting agendas
- Previous experience of having worked within a highly regulated environment
- A good understanding of local government and how it impacts on WHH
- A good knowledge of the housing association sector regulation and governance
- A confident user of Word, Excel, and Powerpoint
- Excellent organisational and time management skills
- Proactive - sees issues, takes ownership, and builds solutions
- The ability to prioritise tasks and work under pressure
- The ability to manage own workload and supervise the work of others

Qualifications

- Educated to at least GCSE Advanced level or equivalent
- Bachelor's Degree **D**

Other

- Previous experience as a PA with wide ranging responsibilities
- Minimum of 2 years in a supervisory role
- Use of a car for business purposes **D**

Spring 2020

