



## **CORPORATE SERVICES MANAGER / COMPANY SECRETARY**

<b>Reports To:</b>	Director of Finance & Resources/ Deputy CEO
<b>Responsible for:</b>	Executive Assistant  Volunteers / Work Placements within Corporate Services (as applicable)
<b>Hours:</b>	37.5 hours per week

### **JOB DESCRIPTION**

#### **OBJECTIVES OF POST**

- To provide an effective Human Resources service working with the external HR partners where applicable.
- To ensure adequate learning and development plans are in place and delivered to support the Association.
- To administer the payroll and pension service on behalf of the Association.
- To review, update and add to policies and procedures primarily Human Resources and Health and Safety.
- To provide a facilities management function and ensure office accommodation is adequate for business needs.
- To take responsibility for Health & Safety within the Head Office and act as the first point of contact to provide advice and guidance for Ekaya's satellite offices.
- To maintain and promote high standard of service and value for money.
- To ensure the provision of Corporate Services support to the Board and Senior Management Team.
- To be a source of advice and guidance to the Board (Co-Sec role is accountable to the Board).
- To promote good governance amongst Board and SMT.
- To add value by fulfilling and procuring the execution of best practice.
- To support the professional development of Board and SMT.
- To be accountable to the Board and advise it on compliance with the Association's constitution, the NHF Code of Governance, and other statutory or regulatory requirements, particularly as relating to their position as Board members, Company Directors, and/or Charity Trustees, as applicable.

#### **MAIN DUTIES AND RESPONSIBILITIES**

##### **1. CORPORATE SERVICES**

- 1.1 To develop and implement effective plans to ensure the delivery of corporate services

functions such as meeting schedules, distribution of papers, taking of minutes, follow up on action points etc.

- 1.2 To deliver corporate services work in conjunction with and offer support and cover to the Executive team role, as required.
- 1.3 To manage head office petty cash.
- 1.4 To provide effective performance management to the Executive Assistant and Volunteers/ Work placements in Corporate Services.
- 1.5 To coordinate the supply and distribution of stationery and other central resources to maximise efficiency and support the Association in the delivery of front line services.
- 1.6 To organise corporate events including the AGM, Staff conferences and other related functions.
- 1.7 To maintain adequate records of gifts and hospitality.
- 1.8 To be responsible for ensuring that all Board and committee meetings are adequately resourced, planned and organised including the taking of minutes and action registers.

## **2. FACILITIES MANAGEMENT**

- 2.1 To manage all aspects required for the proper functioning of the Head office incl. procuring and managing contracts for maintenance, services, payment of rates etc. in a timely manner. To ensure all Ekaya premises are maintained in good condition, including satellite offices.
- 2.2 To ensure the Head Office is opened promptly, clean, tidy and functional.
- 2.3 To ensure proper and secure keeping of the Association's office keys and maintain up-to-date records of identified key-holders.
- 2.4 To maintain and coordinate any facilities changes as required by the Senior Management Team including the coordination of office moves.

## **3. HEALTH AND SAFETY**

- 3.1 To act as the Competent Person for the Association in respect of Health and Safety (office).
- 3.2 To circulate Health and Safety information and arrange appropriate training for staff.
- 3.3 To carry out periodic health and safety inspections, ensuring remedial action is taken as required in compliance with Health and Safety Regulations and the Senior Management Team are kept abreast of any compliance issues.
- 3.4 To respond to first aid emergencies at the Head Office as appropriate and ensure first aid kit is maintained and stocked.
- 3.5 To oversee the administration of the annual DSE checks and provide Managers with reports ensuring that recommendations are followed through.
- 3.6 To monitor the use of Lone Worker devices reporting to Managers and the SMT regularly.

## **4. HUMAN RESOURCES**

- 4.1 To advise the Senior Management Team of any employee relation issues that may affect the Association's service delivery.
- 4.2 To ensure managers and staff are aware of and comply with HR policies and procedures and that they maintain adequate records of supervisions/appraisal and all HR meetings.
- 4.3 To provide the Senior Management Team with regular reports on all aspects of HR to support effective decision making.
- 4.4 To work with the external Human Resource partners (where this is in place), to ensure adequate reports on performance are provided to the Senior Management Team.
- 4.5 To keep up to date on employment law and best practice to support the Association.
- 4.6 To lead on all aspects of recruitment, appointment and retention of staff.

- 4.7 To ensure employee records are updated in line with policies and procedures and legislation.
- 4.8 Where requested to support the Senior Management Team by liaising with the external Human Resource partners with regards to obtaining advice on employment, personnel law and other matters affecting employees.
- 4.9 To coordinate line managers' recommendations on staffing levels and salaries.
- 4.10 To ensure performance management systems are in place and complied with including absence reporting, appraisals, training plans and job descriptions being kept up to date.
- 4.11 To regularly monitor, review and update policies, Staff Handbook in line with the policy matrix to ensure they are up to date with legislation and organisational needs.
- 4.12 To work in conjunction with managers and staff to promote staff engagement, the culture and values of the Association.

## **5. LEARNING AND DEVELOPMENT**

- 5.1 To manage the delivery of learning and development programmes for the Association.
- 5.2 To coordinate and deliver induction training for the Board, Staff and volunteers.
- 5.3 To support line and senior managers to effectively deliver induction programmes, probation, supervisions and appraisals.
- 5.4 To take responsibility for devising the Association's annual training plan based on departmental trainings identified by managers for their team.
- 5.5 To devise and manage the Association's training budget.
- 5.6 To monitor and review the progress of trainees through discussions with managers.
- 5.7 To ensure that statutory training requirements are met.

## **6. PAYROLL AND PENSION**

- 6.1 To keep accurate records of salaries and ensure all salary payments are authorised.
- 6.2 To ensure timely and accurate submission and processing of payroll information to ensure staff salaries are paid on time.
- 6.3 To keep records of employees' pension entitlements and ensure pension contributions are accurate and paid in a timely manner.
- 6.4 To ensure CEO and Heads of Service are provided with salary related information as required.
- 6.5 To coordinate the biennial benchmarking of salaries with external benchmarking agencies.

## **7. COMPANY SECRETARIAL SUPPORT / COMMS**

- 7.1 To ensure the Board complies with the Association's Rules and Governance Regulations, as well as with regulatory requirements of the Regulator for Social Housing or the relevant regulatory body at any time.
- 7.2 To advise on procedural issues and where necessary, seek external advice and support.
- 7.3 To keep the Board up to date with current developments and legislation affecting the Association's governance.
- 7.4 To maintain the statutory registers, including the annual Declaration of Interests register, the register of Shareholding Members, Board Members and minutes of all governing meetings.
- 7.5 To assist with the training and development plan for Board.
- 7.6 To ensure that statutory returns and documents, including the annual return and accounts, are filed with the Financial Conduct Authority (FCA) on time and the required FCA fees are paid, the Regulator for Social Housing (RSH), Charity Commission, and Companies House as appropriate.
- 7.7 To organise and prepare agendas and papers for Board, Committees and AGMs.
- 7.8 To undertake any other duties and responsibilities that are commensurate with the role of

the Company Secretary.

- 7.9 To provide feedback on all external meetings attended on behalf of the Association.
- 7.10 To maintain an overview of the Association's publications and external profile.
- 7.11 To develop and deliver an impactful communications plan, which builds the profile of Ekaya both internally and externally across a wide range of channels, including publications.

## **8. EQUALITY AND DIVERSITY**

- 8.1 Demonstrate commitment and adherence to Equality & Diversity.

*This job description describes the current duties and responsibilities of the post. No job description can be entirely comprehensive and the post holder will be expected to carry out such duties as may be required from time to time and are broadly consistent with the job description. The job description will be subject to periodic review in the light of experience.*

However, as the post evolves, gradual changes to the duties may occur. Where substantial changes occur which either affect other post-holders or the level of responsibility of the post, consultation will be undertaken with the staff affected as appropriate.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(Post-holder)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(For and on behalf of Ekaya Housing Association)

## **Ekaya Housing Association Limited**

### **CORPORATE SERVICES MANAGER**

#### **PERSON SPECIFICATION**

##### **EDUCATION / QUALIFICATION**

CIPD qualified or working towards same with commitment to CPD	<b>Essential</b>
Education to degree level or equivalent through relevant training and experience	<b>Essential</b>
Relevant Health & Safety qualification	<b>Desirable</b>

##### **KNOWLEDGE**

Strong customer focus, commitment to continuous improvement, providing a high quality service, promoting positive outcomes and maintaining confidentiality	<b>Essential</b>
Knowledge of Housing Association rules and procedures	<b>Desirable</b>
Knowledge of and commitment to equality and diversity	<b>Essential</b>
Knowledge of a broad range of Human Resources practices	<b>Essential</b>
Knowledge of Employment Law and/or Business Management	<b>Desirable</b>

##### **EXPERIENCE**

Experience of providing Human Resources support to management and employees, including change management, terms and conditions, policies and procedures	<b>Essential</b>
Experience of staff management	<b>Essential</b>
Experience of servicing and presenting to Senior Management and Boards	<b>Essential</b>
Experience of controlling a budget	<b>Desirable</b>

##### **SKILLS / ABILITIES**

Excellent numerical, verbal and written communication skills	<b>Essential</b>
Ability to prepare and present reports to management and Board level	<b>Essential</b>
Effective presentation and organisational skills	<b>Essential</b>
Excellent communication skills and the ability to influence a wide range of stakeholders	<b>Essential</b>
Excellent interpersonal skills and able to build positive relations and achieve co-operation with others particularly in challenging matters	<b>Essential</b>
Ability to work as part of a team, and plan, prioritise and manage own workload	<b>Essential</b>
Highly competent administrator with keen attention to detail and accuracy	<b>Essential</b>

A sound grasp of corporate governance issues and secretarial practice

**Desirable**

Integrity and discretion when handling confidential information

**Essential**

IT literate in MS Office applications with excellent word processing skills

**Essential**