


JOB DESCRIPTION

Position:	Head of Governance & Transformation	
Department:	Business Services & Transformation Directorate	
Reports to:	Director of Business Services & Transformation	
Band:	C	
Location:	Head Office	
Date:	April 2022	

Purpose of Job

- To lead the business improvement and transformation programme and the Business Improvement Team to delivery the objectives set out in the Strategy and Delivery Plan, ensuring the Hanover's values are reflected in the work of the team.
- To lead the governance function with Hanover to ensure it meets regulatory requirements, supports effective compliance and provide a robust framework to deliver the annual assurance statement.
- To ensure the team works collaboratively across the business to deliver the desired outcomes as set by the Board and the Executive Leadership Team.
- To act as Company Secretary to ensure that the organisation complies with regulatory and statutory requirements in terms of corporate governance and related standards. To lead on key priority projects to ensure the business is developed and transformed each year.
- Be a key support to Hanover's Executive Leadership Team and work closely with the Heads of Service group and play a lead role in supporting the Senior Management Team and their meetings.

Key Responsibilities

Corporate Governance

- To act as Company Secretary for Hanover and ensure the business is legally compliant in respect of regulatory and statutory requirements.
- To work closely with the Director of Strategic Finance to lead and support full compliance across the business in complying with the terms of Hanover's Financial Control Framework and Scheme of Delegation and Good Governance Framework.
- To ensure the team provides administrative support required to ensure the effective management of the Board and Committees.
- Liaise with key stakeholders including the Scottish Housing Regulator, OSCR, Care Inspectorate and those providing expert independent advice to Hanover in meeting its legal obligations.

Continuous Improvement Planning & Delivery

- To lead on an effective (continuous) Service Improvement Planning framework across Hanover that ensures service improvements and innovations are achieved.
- To develop and manage a modern and effective service improvement reporting system to ensure work is managed and reported to appropriate levels within Hanover.
- Lead the delivery of service improvement skills, tools and techniques across the business through practice exchange and benchmarking where available.
- Lead the development of an effective and streamlined project management framework to support delivery of key outcomes.

Innovation & Service Redesign

- Support the Executive Leadership Team to develop plans and strategies to deliver high quality modern services.
- Lead on the development of an Innovation Programme linked to the Strategy and Priority Action Plan, to test and develop new ways of working and ensure 'digital by design' is achieved.
- To advise and lead on securing grant funding opportunities to support tests of change.

Policy & Research

- To lead on the effective management of the policy development, compliance and review function to ensure policies are fit for purpose and new policies are developed where required.
- To provide cross functional support to key managers across Hanover to plan and deliver a programme of research to inform strategy development, customer services and other initiatives as required.

Performance Measurement & Reporting

- To manage the development of a Performance Framework, ensuring that the improvement, collation and reporting of accurate and relevant benchmarking and performance management indicators is undertaken and reported to Board / Committee / Regulatory bodies as required.
- To review and update the performance measurements used across the business to ensure they reflect the current needs of the organisation.
- To develop and monitor a Care Quality Framework in conjunction with the Head of Care

Strategy & Business Planning

- Lead and support the production of the Strategy & Business Plan, including leading on the development of an effective reporting framework for Board to scrutinise progress.

- To participate in the development and review of strategic plans for Hanover including the production of the annual delivery plan objectives.
- Maintain an awareness of current and expected changes in our operating environment and to identify and recommend necessary changes in our strategy and operational practice.

Management & Reporting

- To lead and direct a team providing leadership, guidance and support across the business in a supportive manner that reflects the values of Hanover.
- Develop a reporting framework to ensure transparency on the delivery of the team's work plans.

General

- To report to the Chief Executive, Board and Committees as required, including preparing reports on areas of activity and performance monitoring.
- To ensure compliance with and implementation of Hanover's policies including those relating to health and safety, business continuity, equal opportunities, code of conduct and employment, and service standards within area of responsibility.
- To maintain a high level of professional standards, integrity, and conduct.
- To undertake such other reasonable duties consistent with the scope and purpose of the post as may be instructed by the Directors or Chief Executive.
- To travel around Scotland and visit developments and area offices as required.

Person Specification

Job Title: Head of Governance and Transformation

Knowledge	
Extensive knowledge of the governance requirements in the housing and care sector	
Sound knowledge of complex business processes and change management	Essential
Demonstrable knowledge of business support in a social housing organisation	Essential
Knowledge of relevant statutory operating compliance and regulatory requirements impacting on the housing and care sector	Essential
Skills	
Demonstrable project management skills	Essential
Ability to set targets and monitor performance and manage budget	Essential
Ability to lead, manage and motivate staff	Essential
Ability to lead the development and implementation of strategies policies across the organisation	Essential
Able to work with minimum supervision	Essential
Able to lead and develop own work streams, showing innovative approaches and behaviours	Essential
Experience	
Commitment to customer focused, performance led services	Essential
Commitment to equality and human rights	Essential
Experience of providing Company Secretary role	Essential
Experienced member of the Senior or Executive Management Team	Essential
Experience of governance requirements within the social housing sector and managing the needs of Board and Committees	Essential
Experienced in developing and maintaining productive relationships with external stakeholders and other relevant bodies	Essential
Experience of managing the communications service to support effective services	Desirable
Experience of developing strategies and plans and how to implement them effectively	Essential
Experience of leading and managing relevant business support functions	Essential
Experience of staff management	Essential
Experience of project management and managing change to improve services	Essential
Qualifications	
Relevant qualification or equivalent professional skills and experience	Essential
Values	
Demonstrate a commitment to the values of Hanover	Essential
A genuine understanding of the importance of being customer focused	Essential
Commitment to deliver value for money for Hanover's customers	Essential
Commitment to continuous improvement	Essential
Other	
Driving License	Desirable