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| **Job Profile** | | | new%20WHA%20logo | | |
| **Job Details** | | | | | |
| **Job Title** | | Corporate Services Officer | **Location** | The Hub | |
| **Service Area** | | Corporate | **Report to** | Director | |
| **EVH Grade** | | EVH grade 7  £40,635 - £44,619  Full time 35 hours per week | **Date Completed** | August 2025 | |
| **Job Summary** | | | | | |
| Provide Wellhouse HA with Corporate and Governance support, ensuring compliance with statutory regulatory requirements.  Lead on the continual development of our IT systems including ensuring maximum efficiency of Homemaster our Housing Software system.  Oversee and implement strategic services within the organisation. Ensure an effective communication strategy is in place and have a key role in ensuring compliance with legislative requirements such as data protection, freedom of information and HR. Guide other staff accordingly.  Effective and professional executive support service to the Director. Advise, support senior staff and lead on relevant corporate projects.  Contribute to HR & governance policy development including creation of policies for approval by Director  Operating within a strong performance culture you will be expected to deliver excellent performance results particularly around complaints. You will play a key role in Wellhouse HA with continuous improvement at the centre of all we do, to make Wellhouse: *The Place to B*e.  You will support the governance structure of the organisation in relation to servicing the committee and supporting communications to tenants, factored owners and members. You will be instinctively customer focussed and have a can-do attitude to ensure that all our customers’ experience of service remains positive.  You will assist in the smooth day to day running of Wellhouse HA. | | | | | |
| Values, Behaviours & Competencies | | | | | |
| **Wellhouse – the Place to Be.**  **Wellhouse Core Values are inherent in everything we do; the values are:**   * Caring * Open * Respectful * Empathy   These are our shared behaviours (which are accompanied with descriptions and several supporting indicators that apply to every employee). They have been developed by employees for employees and are important in helping Wellhouse Housing Association to achieve our vision.  Employees discuss and agree with their manager during the Personal Review and Development meeting what extent they are demonstrating each of the behaviours through discussing specific examples of the behavioural indicators to highlight those areas demonstrated well, and areas that may need some development.  **Wellhouse is committed to Equality and Diversity.**  We want our team to be able to demonstrate the following behaviours and competencies: Put customers at the heart of everything we doCan do attitude  * Understanding of, and respect for, the governance and regulatory structures  Excellent communication and interpersonal skillsAbility to work using own initiative to find solutionsAbility to negotiate and liaise, build partnerships and enhance the organisations reputationAbility to manage changeProfessional demeanour at all timesAbility to be creative and respond according to the situationSelf-aware and self-motivatedExcellent time management and organisational skillsWork under pressure, with minimum supervisionComputer literate, with knowledge of PC based office management systemsAbility to take responsibility for own learning and continuous improvementAbility to represent Wellhouse in a positive and effective mannerTake responsibility for managing excellent performance results in selfAbility to participate within and across various teamsTake personal pride in getting the job doneUse professional judgement to achieve creative solutions and deliver great outcomes for customersFlexibility and a willingness to respond to the dynamic and changing needs of our organisation | | | | | |

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| Person Specification | |
| **Experience**  **Essential**   * Our team must demonstrate the values, behaviours and competencies identified * Experience working in a governance or support role in a housing provider or similar * Experience of successfully driving IT systems and processes to achieve success   **Qualifications**  **Essential**   * Experience or supporting governance structures or company secretariat role.   **Desirable**   * Experience of a community-controlled organisation | |
| Job Outputs The job holder will carry the formal responsibility for deliver the following key tasks. They will be achieved through effective working relationships with those in the identified key relationships. | |
| **Key tasks** | **Includes the requirement to:** |
| Corporate Governance | With relevant administration support:   * Develop and implement a governance database and governance manual. * Develop, implement and maintain system to record and evidence compliance with regulatory standards and support the preparation of Annual Assurance Statements to the Scottish Housing Regulator (SHR). * Maintain the Association’s registers in line with regulatory requirements, for example, member registers, Code of Conduct, Management Committee members interests, gifts and hospitality. * Ensure administrative support to the Management Committee, AGM’s and strategy days, including preparation and circulation of agendas and papers, setting up meeting rooms, presentation aids and catering and taking accurate minute of meetings. * Maintain an annual calendar for Management Committee and relevant subcommittee meetings. * Overseeing booking and travel for conferences, training events etc. * Develop, implement and co-ordinate annual Management Committee Appraisals and develop annual Management Committee training and development plan. * Provide support to the Management Committee including assessing, arranging and recording appropriate training. * Develop and implement induction process for new Management Committee members in line with best practice and policies * Co-ordinate and oversee the induction of new members. * Lead on the regular review of Governance policies through researching best practice to develop, produce, implement and review Governance policies and procedures. * Oversee the management of membership applications as well as the recording and issuing of share certificates. * Provide an executive support service to the Director, ensuring they have the support to work effectively and efficiently. |
| Data | * Co-ordinate, edit and produce four Newsletters and annual reports in conjunction with staff and residents and arrange printing and distribution. * Liaise with colleagues and maintain website, social media platforms and other communication channels to ensure up to date, relevant information and liaise with staff to co-ordinate response to customer enquiries on social media in a timely manner. |
| Compliance | * Act as the Association’s Data Protection Officer and ensure that all parts of the Association are compliant with Data Protection and Freedom of Information Legislation. * Maintain the Association’s Policy Register advising Senior Management Team when policies are due to be revised, ensuring the most up to date version is available to the public and colleagues * Lead on the implementation and oversight of our Equalities Strategy ensuring that the association understands and delivers on all aspects of equalities. * Oversee effective implementation of the complaints and compliments policy and procedures, ensuring compliance with SPSO requirements and conduct trend analysis. * Ensure effective learning from complaints to drive service or process improvements ensuring effective use of the Housing Management Software systems cases module. * Prepare quarterly complaints and compliments reports for the Management Committee in line with SPSO requirements. |
| IT and business operations | * Lead on the provision of ICT services (IT network and infrastructure, telecoms, mobile telecoms CCTV) including managing, monitoring, and reviewing contracts and service level agreements. * Manage the provision of computer operating systems (mainly Homemaster) to ensure systems are fit for purpose and potential is utilised * Work with staff and providers to identify improvements to organisational processes and ensure arrangements are fit for purpose, source training and deal with any contract issues * Work with the IT Consultant to certify the highest levels of cyber security and ensure organisational compliance with all ITC policies and procedures * Lead on quarterly meetings with IT support provider and ensure SLA meets organisational needs * Develop a digital strategy and implementation plan for consideration and manage and deliver any programme. |
| HR/Recruitment Administrator | * Coordinate recruitment which will include arranging job adverts, set up interviews, facilitate interviews, processing reference requests; preparing offer letters and employment contracts; notifying unsuccessful candidates and arrange candidate feedback. * Liaise with finance to ensure all associated payroll and pension paperwork, including new start and leaver records are processed. * Ensure an up-to-date and complete bank of job descriptions and person specifications are maintained. * Coordinate Disclosure Scotland’s basic membership scheme on behalf of Wellhouse HA. * Organise resources for new employees that will include IT and email access. * Ensure staff records are well maintained and that periodic tidying up of records is undertaken. * Comply with GDPR guidelines. * Implement an integrated HR system incorporating recording of time, attendance and training. |
| Other duties | Comply with the Association’s Health and Safety policies and raise any unsafe conditions and practices to their line managers.  Attend training sessions, both internal and external, as required.  Where required be available to work out-with office hours to deliver services which meet the need of the organisation and our service users.  Any other duties specified by the Director that would be considered reasonable within the general level of responsibility attached to the post.  It should be noted that this as with any job role within the association the duties and tasks may evolve over time. The principal duties contained within this job description are designed to provide a guide to the types of activities that may be undertaken on a daily basis within the association. |
| Interdependencies | |
| CustomersDirectorCommitteeHousing, Finance, Estate & Technical staffSenior management team  * Scottish Housing Regulator | |