

Job Description

Job Title

Governance and Operations Manager

About Us

Windsor Walk Housing Association (WWHA) is a not-for-profit housing association based in south Southwark, London. It is a registered society under the Co-operative and Community Benefit Societies Act, 2014. We provide accommodation for people who have experienced significant mental health issues and who would benefit from a supportive environment which will enable them to live as independent a life as possible.

WWHA has twenty-one rooms and flats across four properties in East Dulwich. Each property has a different level and style of support, tailored to meet the needs of the tenants living there.

Structure

The role sits alongside the current general manager and reports into the Management Committee. The individual will be expected to work closely with the General Manager, Treasurer and Company Secretary.

Remuneration

Salary – £25,000 - £30,000

Part time – This is a newly created role and we are happy for the candidate to shape the role. Both part time and an element of flexible working (home, hours, school holidays) can be considered.

WWHA will make a contribution equivalent to 10% of gross salary to the Group Personal Pension Scheme operated by Royal London

Vacation

Length of employment	Annual leave entitlement
Up to 2 years	23 days paid leave
2 to 5 years	24 days paid leave
After 5 years	25 days paid leave

Plus bank holidays.

Location

Main place of work: 25 Therapia Road, East Dulwich, SE22 0SF

Three other properties within a couple of miles to visit and mileage will be paid in line with our expenses policy.

Key responsibilities

Operations: Working with the general manager to ensure smooth running of the organization.

Premises: Responsible for premises management, including developing and maintaining a maintenance plan for our properties and liaising with third parties and contractors. Providing day to day oversight of building development and be primary contact for developers. Fire safety and compliance with this and other statutory requirements.

Site development: Facilitate the ongoing work of an architect to redevelop one of our sites. Work with a third party to obtain grant funding for the development.

Governance and compliance: Lead on governance and policy. This includes, monitoring and implementing policies, and providing a forward-looking view on relevant regulation, including changes to benefits, universal credit, housing association, mental health and local authority.

Responsible for ensuring that audits of practice are carried out on a regular basis.

Responsible for periodic testing of the Business Continuity Plan.

Support the General Manager with tenant paperwork including contracts, tenancy agreements, and relationships with local council.

ICT/Comms: Responsibility for online filing and updating WWAHA website when appropriate (particularly maintenance of the staff document section). Maintain IT equipment. Arrange email out of office alerts, PC backups and other similar items.

Finance: Savings accounts - seeking best rates and operation. Insurance, overall responsibility including leading on the annual renewal process. Coordinate with the accountant items related to: the annual budget setting process, quarterly financial reporting to the committee, annual filing process with Companies House/ FCA, production of the annual accounts and annual report. Management of third-party supplier contracts.

Community / volunteers: Responsible for identifying and implementing community involvement and volunteer supported activities which meet the needs of and promote the wellbeing of the tenants.

Committee: Minute taker at committee meetings. These take place 5.30-7.30pm c. 8 times per year. Take a lead on committee member recruitment.

Training: Ownership of the training calendar

This list of responsibilities is not intended to be comprehensive. The Governance and Operations Manager will be expected to assume any other responsibilities and undertake any other tasks which promote the wellbeing of the tenants and the viability of the Housing Association as directed by the Committee of Management.

Key skills

Essential

- Demonstrable experience of administration and financial administration.
- ICT skills including word, excel.
- Excellent organisational, communication and interpersonal skills.
- High level of professionalism.
- Sensitivity towards those with mental health conditions.
- The successful candidate will require an enhanced DBS check.

Desired

- Experience in a similar organisation or sector
- Experience working with or within housing associations
- Experience working with people with mental health conditions

We look forward to receiving your application including a short motivation letter, CV and earliest starting date.

We support a diverse work environment based on fairness and mutual respect. We welcome applications from people regardless of their ethnic, social or national origin, gender, religion, age, disability, sexual orientation, marital status or political views.

Applications should be sent to treasurer@windsorwalk.org.uk

Application deadline: 24 April 2020

Interviews to take place via video conference: week commencing 27 April 2020

Please get in touch if you have any initial questions – we are happy to respond to these prior to any formal application.