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| **GWHA: ROLE PROFILE** | | | |
| **JOB TITLE** | Governance Director | **GRADE** | EVH Grade SM10-12 |
| **REPORT TO** | Chief Executive | **DATE COMPLETED** | June 2025 |
| **CORE RESPONSIBILITIES**  Director and Lead officer of a GWHA division; responsible through the Chief Executive to the Management Committee for developing and driving sustainable, robust strategies, policies and performance; and for the promotion of GW’s vision and values, through effective leadership, direction and alignment of governance and HR services for GWHA (charitable RSL) and Glasgow West Enterprises (GWEn) (trading subsidiary). A member of the Executive Team, with lead role in corporate branding, and in creating a culture of continuous improvement through strategies and initiatives for enhanced customer service, optimum performance and robust governance. Creating and embedding a supportive culture, championing diversity, inclusion, equality and wellbeing. Reporting to the Governing Body and other stakeholders on matters within the scope of the role (including attending meetings). High level of technical/specialist knowledge and focus on delivery of core internal/external services, performance and compliance. | | | |
| SCOPE: Towards 2028: Shaping Thriving CommunitiesImmediate to medium term role in leading sustainable internal and external services through the corporate division: with key roles in leading corporate branding, and in ensuring the delivery of robust governance, HR and performance management strategies and frameworks, and the continued development of compatible non-charitable sustainable services through the trading subsidiary, Glasgow West Enterprises (GWEn). | | | |
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| **KEY TASKS include:**   1. Lead a small team of staff, including annual performance reviews, SMART team Plans and regular planning and support. 2. Lead the co-ordination of cross-departmental teams to ensure delivery of projects aligned to strategic priorities. 3. Co-ordinate timely issue of all governing body reports and communications, ensuring informed decision-making, risk mitigation and compliance with statutory and regulatory requirements (Rules, Code of Conduct, Regulatory Framework, Trustee Responsibilities, FOI/SARs, GDPR and EIRs). 4. Develop and implement HR strategies aligned to business objectives, including recruitment, terms and conditions of employment, learning and development, HR systems and budgets. 5. Develop corporate branding strategy and ensure compliance. 6. Lead systems audit and legal services and aligned reporting and procurement. 7. Monitor and review affiliations to demonstrate effectiveness and optimum value. 8. Develop robust performance management frameworks, including quality assurance and performance leadership strategies. 9. Ensure alignment of corporate strategies, policies and processes, including standardisation across the organisation. 10. Prepare and monitor compliance with the GWEn Business Plan. 11. Direct corporate communications (e.g. Annual Report, Landlord Report, Newsletters) events (e.g. AGM, Staff Conference) and media (social media, website). 12. Oversight of service satisfaction and feedback, driving continuous improvement and customer service excellence. 13. Lead organisational regulatory returns (e.g. SHR, OSCR, Companies House, Scottish Government). 14. Support divisional managers. 15. Deputise (with the scope of the role) in Chief Executive’s absence. | | | |

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| **COMPETENCIES** | |
| Knowledge and Experience | Experience in leading Governing Body reporting and compliance.  Sound understanding of HR frameworks and influences.  Experience in leading multi-disciplinary teams; promoting a culture of responsibility and engagement.  Expertise in strategy development and formulation; and alignment of policies, plans and processes.  Demonstrable understanding of regulatory and statutory frameworks and risk mitigation.  Extensive awareness of the sector and wider environmental influences and risks.  Performance Leadership.  Constructive change management experience. |
| Team Working | Promotes and engages in positive teamwork, respecting the contribution of others.  Highlights issues of importance and keeps teams appraised on matters of common interest.  Comfortable with lone working and displays awareness of personal safety and risk. |
| Professionalism | Professional expertise and commitment to CPD.  Sound judgement, evaluation and critical thinking.  Displays willingness and enthusiasm in carrying out responsibilities and tasks. |
| Customer service | Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Committed to continuous improvement.  Mitigates complaints through successful service delivery and engagement.  Promotes a culture of embracing stakeholder engagement and sustaining sound stakeholder relationships. |
| Interpersonal | Confident leader and ambassador.  Creative, innovative thinker.  Highly motivated, enthusiastic, flexible, reliable and committed.  Sound negotiation and influencing skills. |
| Organisational & analytical | Ability to manage diverse and complex assets.  Effective resource planning to deliver expectations, achieve high quality and strong performance.  Excellent time management and project planning skills  Responsive to changing demands.  Strong analytical skills, high degree of accuracy and attention to detail. |
| Communication & ICT | Effective, succinct and appropriate communication: excellent report writing and language skills.  Consistent high-quality contribution to committee servicing and informed decision making.  Strong ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values: Inclusive, Considerate, Accountable, Resourceful, Ethical (ICARE); promoting equality, value, diversity and sustainability |