



Head of Corporate Services

Role profile



Job title: Head of Corporate Services



Salary from: £70,998 per annum



Hours: 35 Hours per Week



Contract Type: Permanent



Location (s): Hybrid, including our office in Baglan, at home and across the Neath Port Talbot borough



Closing Date: 17th March 2025
(Apply early this role could close sooner if demand is high.)

The purpose of the role:

Reporting to the Director of Central Services and Company Secretary, this role is responsible for ensuring the organisation operates within a robust framework of governance, organisational compliance, risk management and internal audit.

This role will oversee the development, implementation and monitoring of frameworks, policies and procedures to ensure the organisation is meeting the requirements of legal and regulatory standards.

Leading the Corporate Services team to deliver the organisation's strategic outcomes, the role will work collaboratively with external and internal stakeholders at all levels, including the Executive Management Team and Board.

Key Accountabilities and Responsibilities

- Lead a multidisciplinary team in the delivery of a high-quality, solution led, corporate services to the wider organisation, Executive Management Team and Board.
- Provide advice to the Executive Team and Board on best practice governance, risk management and internal controls, to promote accountable decision making and enhance the organisation's effectiveness.
- Upholding the highest standards of integrity and transparency, maintaining good reporting mechanisms for governance issues and ensure transparent communication of governance practices.
- Lead the development, implementation and review of the governance framework and promote ethical practices within the organisation, ensuring adherence with applicable laws, regulations and internal policies and monitoring compliance across the organisation.
- Act as a primary contact for regulatory bodies, overseeing the self evaluation process and responding to regulatory enquiries.
- Oversee the risk management environment by promoting a collaborative, risk aware culture, leading the implementation of the risk management framework and ensuring a robust approach to risk training and awareness programmes.
- Lead the delivery of the internal audit service, ensuring the internal auditor is able to carry out their role successfully, including the implementation of a risk based audit strategy which aligns to the organisation's corporate objectives.
- Promote a proactive, positive culture of data protection compliance and management, safeguarding information to protect the privacy and rights of individuals.
- Take a lead role in ensuring the organisation has a comprehensive approach to business continuity, collaborating across departments to embed resilience and co-ordinate recovery strategies.
- Lead the development and implementation of the insurance strategy and oversee the delivery of the insurance service to the wider organisation and external stakeholder.
- Oversee the development and delivery of the corporate performance framework, providing insights across the breadth of the organisation to inform decision making and drive continuous improvement.


Key Accountabilities and Responsibilities

- Respond independently to problems or situations with the appropriate solutions, based on your area of knowledge and experience.
- Make timely and effective decisions while considering the implications for the organisation.
- Keep up to date and abreast of key trends and developments within the scope of your role or area of expertise.
- Provide excellent customer service to both internal and external customers, adopting a people centric approach.
- Work collaboratively with other teams to deliver the required outcomes.
- Championing the drive for continuous improvement and embracing change positively, giving feedback and challenge as appropriate.
- Demonstrate living our values Be Bold, Be Fair & Be Kind.
- Foster a culture of diversity, equity, and inclusion, promoting equal opportunities for all team members.

Leadership Skills

- Lead the team in providing clear direction and guidance to ensure successful delivery of department outcomes through setting expectations and standards.
- Holding your team and others to account on delivery of set objectives, managing and challenging behaviour as appropriate and in line with our values.
- Connect and communicate regularly with your team, engaging them with key organisational outcomes.
- To complete all people management responsibilities including Recruitment, Attendance Management, Holiday, Employee Relations, Health & Wellbeing and Performance Management.
- To set and maintain standards of Health and Safety including lone working, safe systems of work, transport, and work equipment.
- To support staff training and development, including the monitoring of mandatory training and establishing training needs for personal and professional development.

Leadership Skills

- Identify, develop and mentor future talent in line with our succession planning framework.
 - The ability to anticipate and identify problems and develop effective solutions.
 - Adopt a people centric and coaching approach to leadership, where colleagues are part of all decision making.
 - Empower your teams to be 'professionally curious' and self-sufficient, giving them the confidence to make decisions.
 - Continuously keeping up to date and abreast of key trends and developments, mitigating risk to the organisation through compliance with regulations and governance practices.
 - Producing meaningful reports to the Executive Management Team to inform future organisational strategic decisions.
 - To ensure your teams display our values of Be Bold, Be Kind & Be Fair, directing and challenging as appropriate.
 - To set and maintain standards of Health and Safety.
 - A change agent that embraces, drives and delivers successful change.
 - To contribute to the development of accurate budget forecasts, monitoring spends and use of resources and ensuring value for money in the delivery of services
 - To support employee training and personal development. Identify, develop, and mentor future talent in line with our succession planning framework.
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Personal skills

SKILLS

- Effective leadership skills, inspiring others and the ability to influence key stakeholders.
- Ability to think long-term, anticipate challenges and respond accordingly.
- Ability to build meaningful relationships and partnerships, based on mutual trust and accountability.
- An engaging and inspiring leader with the ability to take colleagues on your journey to deliver business.
- Good judgment with knowledge and experience to make the right decision.
- A change agent that can successfully influence and implement change with exceptional colleague engagement.
- Effective communication skills, to provide solution focused advice and support.
- Strong interpersonal skills to build relationships and navigate the governance landscape with key stakeholders.
- A critical thinker with the ability to identify, assess and develop solutions to challenges.
- Strong planning and organisational skills to be able to manage a busy corporate governance calendar and associated work effectively.
- Resilient in an environment of conflicting and complex demands.
- Ability to influence and negotiate with senior managers and internal teams, by building close working relationships, to deliver on strategic outcomes.
- An excellent level of IT literacy, in particular the use of governance software, Microsoft Platform plus other subject related systems.

EXPERIENCE

- At least 5 years' experience of working in a senior leadership role, managing a multi-disciplinary team and working with board.
- Experience of overseeing governance, risk management and corporate compliance at senior management level.
- Experience of working with internal and external stakeholders, including the executive team and board

QUALIFICATIONS

- Educated to degree level or relevant experience.
- Company Secretary qualification or commitment towards achieving this qualification.


Do you like what you see?

If you like what you've read so far, it's time to fill in your application form, update your CV and prepare your cover letter.


Your application is used to determine whether you'll be chosen to have an interview and also acts as a basis for the questions we'll ask you on the day.

It's important that you try to capture all the information relevant to the role, so we can get a good feel for who you are and why you are a great match for us.

Some tips:




Please list any **formal qualifications** on your form. We'll need to see the certificates for your qualifications at interview stage.




Some of our roles require a Disclosing Barring Service (DBS) check. In relation to any **cautions and convictions** you may have, it is important to know what and when you are required to disclose.

The job details will highlight whether you are applying for a position which is exempt under the Rehabilitation of Offenders Act 1974 (Exemptions Order 1975). In most cases, these will be roles that are subject to an Enhanced Disclosure check. You should also refer to our recruitment of ex-offenders statement on our website for further information.



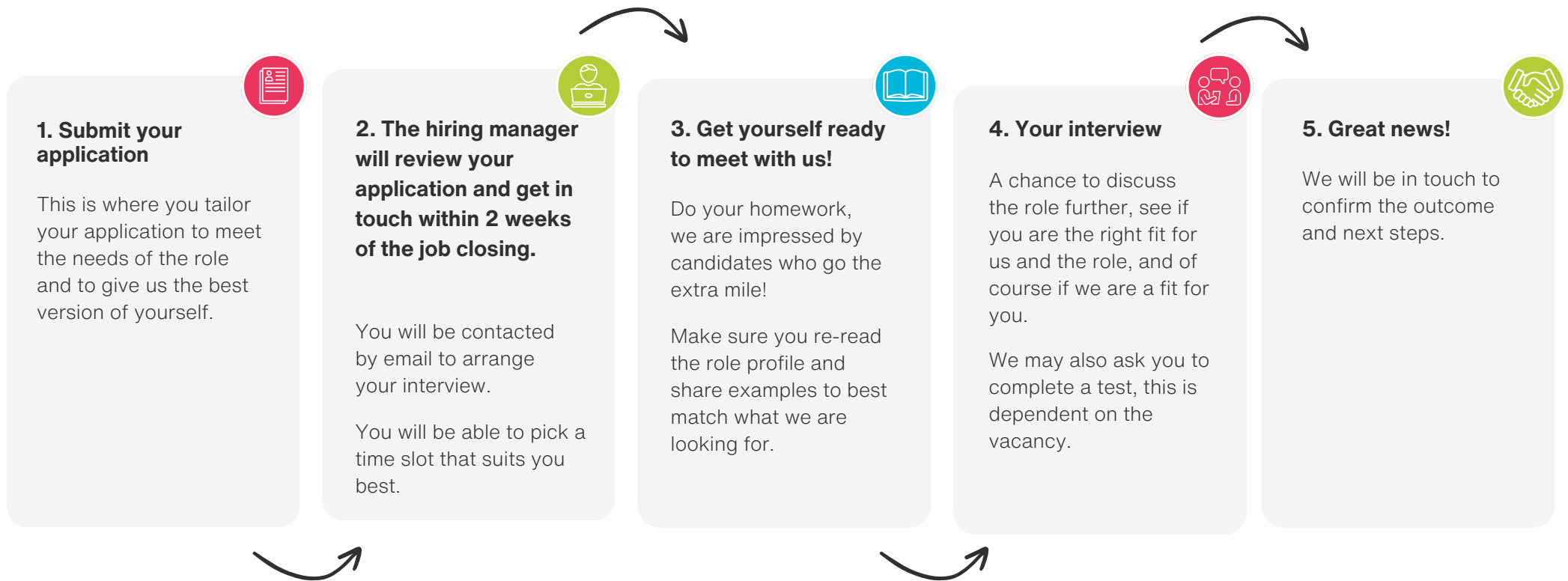
Make sure you include paid work, unpaid work and any work experience in your employment history.

Start with your current employment, or if you are currently unemployed, your most recent employment. If there are any gaps in your employment, please tell us why.



At least one of your referees should be your current employer. If you are not currently employed, simply provide your most recent employer. If you don't have any employment history, think about one professional and one personal referee who would best describe your suitability for the role.

What happens next



Good luck with your application!

If you don't feel you are the right fit for this particular role, but would like to be part of our organisation, we would love to hear from you.

 workingwithus@taitarian.co.uk

 0300 777 0000

