

## Common Equity NSW Ltd

### POSITION DESCRIPTION

<b>POSITION: Governance and Executive Support Officer</b>		<b>LOCATION: Hybrid (Sydney/Home)</b>
<b>Type of employment:</b> Permanent; Full time		<b>Award:</b> SCHADS level 6
<b>Hours:</b> 35 hours per week, Monday to Friday		<b>Type of remuneration:</b> salary
<b>REPORTS TO:</b>	<b>DIRECT AND INDIRECT REPORTS</b>	
Head, Finance and Corporate Services (HFCS)	Nil	
<b>SUMMARY</b>		
<p>Common Equity NSW Ltd (CENSW/the company)'s vision of success is that <b>people and communities are happy and thriving through living in co-op housing</b>. The co-operative housing model offers significant social, financial and well-being benefits and CENSW prides itself on its commitment to delivering positive impact through this housing model. CENSW achieves its impact through strategy and action – underpinned by the core values of inclusion, connection, integrity and quality.</p> <p>CENSW is a not-for-profit company and a registered Community Housing Provider. CENSW works with its members - 32 community housing co-operatives (co-operatives) - to deliver co-operative housing across NSW. Together CENSW and co-operatives manage over 500 dwellings (a mix of headlease and title owned properties) located across metropolitan and regional locations.</p> <p>CENSW's key activities are designed to support member co-operatives and advocate for the co-operative housing model. The CENSW/co-operative partnership is formalised through a Company Co-operative Agreement (CCA). The CCA includes: and sub-lease agreement (RTA 2010) along with a commitment to work together in the spirit of the seven principles of co-operation: voluntary and open membership; democratic member control; members' economic participation; autonomy and independence; education, training and information; co-operation among co-operatives; and concern for community).</p> <p>The Business Services team maintains the strong internal support services that are needed to deliver the activities that generate desired outcomes and impact for co-operatives. As part of the team, the Governance and Executive Support Officer therefore plays a key role in helping CENSW achieve its impact.</p> <p>The Governance and Executive Support Officer is responsible for assisting the HFCS to deliver on the team's responsibilities and priorities in the following areas:</p> <ul style="list-style-type: none"> <li>• Governance including board and executive team support</li> <li>• Risk management, compliance and complaints</li> <li>• Strategy and business planning</li> <li>• People and culture</li> <li>• Business processes</li> </ul>		

## PERFORMANCE EXPECTATIONS

The HFCS is responsible for setting and agreeing performance goals for the Governance and Executive Support Officer. These goals will include key performance indicators relating to the role's duties and responsibilities, as well as capabilities and attributes (i.e what has been achieved and how it was achieved). Performance will be formally evaluated annually. However, it is expected that performance will be monitored and discussed more regularly (e.g. monthly) and at least six-monthly. All these discussions provide an opportunity for supporting the Governance and Executive Support Officer's learning and development.

SPECIFIC AREA	KEY DUTIES AND RESPONSIBILITIES
<b>Governance and executive support</b>	<p>Assist the HFCS in developing and maintaining robust governance structures that ensure the organisation is effectively managed and provide high level professional executive support to the Board, CEO and management team. This includes:</p> <ul style="list-style-type: none"> <li>• Preparation of Board and Committee agendas, meeting papers, including drafting of briefing papers as required;</li> <li>• Taking effective minutes that serve as official records of discussions held and decisions made</li> <li>• Developing, maintaining and continuously improving the governance processes (e.g. agenda setting process, charter review process) and procedures that support the Board</li> <li>• Managing actions arising from Board, committees and key management team meetings as required</li> <li>• Managing a review process to ensure governance documents and policies remain up-to-date, contemporary, fit-for-purpose and accessible. This includes drafting / updating documents as required</li> <li>• Organising the annual AGM, with the assistance of other team members</li> </ul>
<b>Risk management and compliance</b>	<p>Support the HFCS in developing and maintaining a robust risk management and compliance frameworks.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Developing appropriate, efficient and effective systems and processes that help the leadership team to manage risks</li> <li>• Developing and maintaining relevant registers and calendars to assist in monitoring of key risk management and compliance activities</li> <li>• Implement systems to ensure the organisation identifies legislative / regulatory changes that might impact it and is able to take action</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist the HFCS in discharging specific compliance responsibilities in relation to NSWRC, WH&amp;S, HR and any other that may be identified from time to time</li> <li>• Assist the HFCS with organisation-wide compliance monitoring activities and recording of incidents and breaches</li> </ul>
<p><b>Complaints management</b></p>	<p>Assist the HFCS in developing and maintaining an organisational framework for the effective management of complaints from co-operatives and any other external stakeholders. This includes:</p> <ul style="list-style-type: none"> <li>• Co-ordinating complaints management across the organisation to ensure timely responses. This includes maintaining a complaints register</li> <li>• Assisting in the analysis and reporting of complaints data and monitoring of agreed actions</li> </ul>
<p><b>Strategy and business planning</b></p>	<p>Assist the HFCS in developing and maintaining robust strategy and business planning processes that enable the successful development and implementation of activities that lead to CENSW achieving its desired outcomes and long-term impact. This includes:</p> <ul style="list-style-type: none"> <li>• Supporting business plan implementation through: <ul style="list-style-type: none"> <li>○ the development of a holistic view of key projects and initiatives across the organisation to help identify potential challenges such as conflicting timeframes</li> <li>○ monitoring the execution of agreed plan actions and achievement of outcomes</li> </ul> </li> <li>• Managing Business Services strategic initiatives as determined by the HFCS. This includes activities such as scoping, engaging relevant internal stakeholders and ensuring achievement of outcomes by agreed timeframes.</li> </ul>
<p><b>People and culture</b></p>	<p>Assist the HFCS in developing and maintain a strong people and culture framework that facilitates staff engagement and well-being and supports high performance, learning and development. This includes:</p> <ul style="list-style-type: none"> <li>• Putting in place and maintaining processes for onboarding, off-boarding, performance management and learning and development across the organisation</li> <li>• Organising regular engagement surveys, implementing a process for taking action and monitoring delivery of agreed actions</li> <li>• Leading staff engagement initiatives, as agreed with the HFCS</li> </ul>

	<ul style="list-style-type: none"> <li>• Organising Board and leadership team learning and development as required</li> <li>• Maintaining a robust Work Health &amp; Safety framework, including policy maintenance, awareness and compliance and promoting physical and psychological well-being at work</li> <li>• Responding to HR-related queries (including re-directing as appropriate)</li> </ul>
<b>Business processes</b>	<ul style="list-style-type: none"> <li>• Maintain an up-to-date Business Continuity Plan and ensuring its ongoing effectiveness through regular review and testing</li> </ul>
<b>COMMON AREA</b>	<b>KEY DUTIES AND RESPONSIBILITIES</b>
<b>CENSW strategy</b>	<ul style="list-style-type: none"> <li>• As part of the Business Services team, support the HFCS in the successful execution of CENSW’s strategy, as required.</li> </ul>
<b>People and values</b>	<ul style="list-style-type: none"> <li>• Promote and demonstrate the company’s values of inclusion, connection, integrity and quality</li> <li>• Build and maintain strong, trusted and supportive relationships with colleagues, co-operatives and other identified key stakeholders</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Carry out any other duties &amp; responsibilities determined from time to time by the HFCS</li> </ul>
<b>Risk and compliance</b>	<ul style="list-style-type: none"> <li>• Understand CENSW’s risk management framework (as documented in framework document) and ensure risks are reported in line with documented processes</li> <li>• Understand regulatory compliance requirements relevant to the role and ensure adherence</li> <li>• Report identified compliance incidents or risk near-misses in line with documented processes</li> <li>• Adhere to all company policies and procedures</li> <li>• Ensure the Administrative and Finance Officer’s awareness of and adherence to, relevant organisational policies (e.g. risk management, data protection, WH&amp;S, HR etc) as determined by the Business Services team</li> </ul>
<b>Work health and safety</b>	<ul style="list-style-type: none"> <li>• Understand the WH&amp;S policy, including own responsibilities for hazard identification, management and reporting</li> </ul>

## QUALIFICATIONS, SKILLS AND ATTRIBUTES

### **Qualifications:**

- Relevant degree / professional qualification

### **Experience:**

- Strong governance experience (e.g. Board support, board reporting, company-secretariat duties, maintenance of corporate records). Demonstrated professional minute-taking skills essential
- Experience in managing diverse stakeholders (internal or/and external)
- Experience in risk management and/or compliance processes highly desirable
- Experience in designing and implementing frameworks, policies and processes highly desirable
- Experience in initiating and managing organisational key events or initiatives desirable

### **Skills:**

- Excellent project management skills, including organisational and stakeholder management skills
- Excellent ability to manage multiple tasks and prioritise effectively to meet agreed deadlines and outcomes
- Ability to work collaboratively and build trusted relationships with others
- Ability to solve problems and respond to changing needs and priorities
- Strong written and oral communication skills.
- Competent skills in technology relevant to the role or ability to develop competency as required

### **Attributes**

- Willing to take accountability for allocated deliverables
- Adaptable
- Positive and open attitude
- Willing to learn
- Self-directed and pro-active
- Commitment to the co-operative model

### CERTIFICATION

I have read this document and agree to undertake the duties and responsibilities listed above. I acknowledge this position description is not designed to contain a comprehensive listing of everything that is required of the role and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, but are within, or aligned to, my skills set.

#### **Governance and Executive Support Officer**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### DOCUMENT DATE

September 2023