



**VACANCY FOR CORPORATE SERVICES MANAGER/COMPANY  
SECRETARY  
EKAYA HOUSING ASSOCIATION**

## Contents

Welcome to Ekaya	3
About Ekaya	4
How To Apply	6
Role Profile	7
Person Specification	11
Structure and summary terms and conditions	13

## Welcome to Ekaya

Dear Applicant,

I am pleased that you are considering this opportunity to join our organisation as our new Corporate Services Manager/Company Secretary.

Ekaya is an ambitious, customer focused, innovative and responsive housing association, keen to play its part to meet the chronic housing shortages in our communities. We provide over 500 homes across a number of South London boroughs. To respond to the ever-increasing housing need, we work in partnership with other organisations on the development of new units. We provide temporary housing, permanent housing, and support services – this is in addition to running a Community Nursery, for children from 6mths old to 5 years old.

Principally, this role leads the HR function, communications, office facilities and supports Board members and other stakeholders,

You will be joining the team at an exciting time of change, and will be responsible for ensuring the corporate services function, and our systems and processes can meet the needs of our staff, board, and customers.

We are looking for an experienced HR professional, able to manage other specified areas and with a willingness and aptitude to learn and use technology. You will be able to apply strategic, commercial thinking to enable us to achieve exceptional outcomes for our customers. This role is the designated Company Secretary.

You will demonstrate a collaborative approach to work and an authentic commitment to our social purpose.

This is a great opportunity to bring your HR, operational and managerial skills as well as your passion and commitment to Ekaya and be part of our journey to achieve our corporate goals, which we hope align with your personal ambitions.

I hope that you will find the information in this pack informative. The role is interesting and at the same time challenging, and I look forward to receiving your application.

Yours sincerely  
*ASofekun*

Director of Finance & Resources/ Deputy CEO

## **About Ekaya**

Ekaya is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing and support needs across South London. With a turnover of c.£6m and over 500 homes, Ekaya is continually improving the quality and range of our affordable homes and services.

Ekaya Housing Association is a not-for-profit organisation with almost 40 years of experience, providing housing and accommodation support to predominantly black and ethnic minority women and their families in South London.

We currently work in the London boroughs of Lambeth, Southwark, Wandsworth, Lewisham, Croydon, Bromley, Greenwich, and Merton.

We provide temporary and permanent housing and support services. Our portfolio includes the provision of high-quality support to teenage mothers and their babies as well as running our community nursery, Happy Nursery Days, which caters for children aged 6 months to 5 years in Tulse Hill, Lambeth.

Ekaya was founded in 1987 bringing together the critical work of two hostels in supporting young black women living in London. Ekaya is a registered provider under the Industrial and Providential Societies Act 1965 and operates within the housing and social care industry.

Our Purpose is to: demonstrate excellence in order to empower individuals to become self-sustainable and to realise their potential, creating a legacy.

Our Vision is to: Provide a safe, place and environment for predominantly BME women, children, and families to thrive in the local community.

Our Mission is to: deliver our social purpose through strong commercial acumen, leveraging talent and partnerships to deliver quality homes and services.

Our Values are encapsulated in these key statements and help our customers understand what they can expect of us:

### *Inclusiveness*

- We act with care, kindness and compassion when delivering services.
- We listen to our staff and our people.
- We deliver services that embrace diversity, equality, and fairness.

### *Integrity*

- We are trusted by the people we deliver services to
- We trust and empower staff to do the right thing.
- We are trusted and respected by our partners and stakeholders.

### *Commitment*

- We are accountable for what we do.
- We are committed to achieving excellence.
- We will challenge ourselves and are courageous in pursuing our goals
- We look to improve, grow to learn and be the best we can be.

As an organisation, we

- Place the interests of our residents and service users at the heart of what we do.
- Value our staff and are committed to helping them achieve their potential.
- Foster equality of opportunity and embrace diversity in everything we do.
- Are committed to ensuring affordability of all our homes and services.
- Work in an open and accountable manner, for our customers and partners.
- Develop, motivate, and seek to retain staff.
- Are committed to being socially responsible in the way we run our business.

We hope that you will find this opportunity rewarding, and that it catches your imagination and encourages you to apply. If you would like to be part of our journey, we'd like to hear more about you.

## How to apply

If this is the right opportunity for you, there are more details below about the role and the selection process to assist you in completing and tailoring your application.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/most recent roles (you can sum up earlier roles, any over 10 years), tell us about your achievements so we get a picture of your skills and experience, and try to keep it to two pages or three at most.
- A personal statement. We want to hear about your motivation, why this role/ organisation, and you will also want to evidence how relevant your offer is to the role specification; again, ideally in two to three pages; and

Please submit your completed application documents by sending an email to [recruitment@ekaya.co.uk](mailto:recruitment@ekaya.co.uk).

**Shortlisting is currently ongoing, so please get your application in as soon as possible.**

Interviews and testing will take place immediately after shortlisted candidates are notified.

If you have applied for this role in the last few months, you needn't re-apply.

We look forward to hearing from you.



## **CORPORATE SERVICES MANAGER / COMPANY SECRETARY**

<b>Reports To:</b>	Director of Finance & Resources/ Deputy CEO
<b>Responsible for:</b>	Executive Assistant  Volunteers / Work Placements within Corporate Services (as applicable)
<b>Hours:</b>	37.5 hours per week

### **JOB DESCRIPTION**

#### **OBJECTIVES OF POST**

- To provide an effective Human Resources service working with the external HR partners where applicable.
- To ensure adequate learning and development plans are in place and delivered to support the Association.
- To administer the payroll and pension service on behalf of the Association, working with our external service providers.
- To review, update and add to policies and procedures primarily Human Resources and Health and Safety, working with external service providers as appropriate.
- To provide a facilities management function and ensure office accommodation is adequate for business needs.
- To take responsibility for Health & Safety within the Head Office and act as the first point of contact to provide advice and guidance for Ekaya's satellite offices.
- To lead on communications for the organisation, including internal and external communication
- To support the Data Protection Officer (DPO) by managing the operational Data Protection requirements of the organisation
- To maintain and promote high standards of service and value for money.
- To ensure the provision of Corporate Services support to the Board and Senior Management Team.
- To promote good governance amongst Board and SMT.
- To add value by fulfilling and procuring the execution of best practice.
- To support the professional development of Board and SMT.
- To be a source of guidance and advise to the Board. To advise the Board on compliance with the Association's constitution, the NHF Code of Governance, and other statutory or regulatory requirements, particularly relating to their position as Board members, Company Directors, and/or Charity Trustees, as applicable.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **1. CORPORATE SERVICES**

- 1.1 To develop and implement effective plans to ensure the delivery of corporate services including, but not limited to, meeting schedules, distribution of papers, taking of minutes, follow up on action points etc.
- 1.2 To deliver corporate services work in conjunction with and offer support and cover to the Executive team role, as required.
- 1.3 To manage head office petty cash.
- 1.4 To provide effective performance management to the Executive Assistant and Volunteers/ Work placements in Corporate Services.
- 1.5 To coordinate the supply and distribution of stationery and other central resources to maximise efficiency and support the Association in the delivery of front-line services.
- 1.6 To organise corporate events including the AGM, Staff conferences, and other related functions.
- 1.7 To maintain adequate records of gifts and hospitality.
- 1.8 To be responsible for ensuring that all Board and committee meetings are adequately resourced, planned and organised including the taking of minutes and action registers.

### **2. FACILITIES MANAGEMENT**

- 2.1 To manage all aspects required for the proper functioning of the Head office incl. procuring and managing contracts for maintenance, services, payment of rates etc. in a timely manner. To ensure all Ekaya premises are maintained in good condition, including satellite offices.
- 2.2 To ensure the Head Office is opened promptly, clean, tidy, and functional.
- 2.3 To ensure proper and secure keeping of the Association's office keys and maintain up-to date records of identified keyholders.
- 2.4 To maintain and coordinate any facilities changes as required by the Senior Management Team including the coordination of office moves.

### **3. HEALTH AND SAFETY**

- 3.1 To act as the Competent Person for the Association in respect of Health and Safety (office).
- 3.2 To circulate Health and Safety information and arrange appropriate training for staff.
- 3.3 To carry out periodic health and safety inspections, ensuring remedial action is taken as required in compliance with Health and Safety Regulations and the Senior Management Team are kept abreast of any compliance issues.
- 3.4 To respond to first aid emergencies at the Head Office as appropriate and ensure first aid kit is maintained and stocked.
- 3.5 To oversee the administration of the annual DSE checks and provide Managers with reports ensuring that recommendations are followed through.
- 3.6 To monitor the use of Lone Worker devices reporting to Managers and the SMT regularly.

### **4. HUMAN RESOURCES**

- 4.1 To advise the Senior Management Team of any employee relation issues that may affect the Association's service delivery.
- 4.2 To ensure managers and staff are aware of and comply with HR policies and procedures and that they maintain adequate records of supervisions/appraisal and all HR meetings.
- 4.3 To provide the Senior Management Team with regular reports on all aspects of HR to



support effective decision making.

- 4.4 To work with the external Human Resource partners (where this is in place), to ensure adequate reports on performance are provided to the Senior Management Team.
- 4.5 To keep up to date on employment law and best practice to support the Association.
- 4.6 To lead on all aspects of recruitment, appointment, and retention of staff.
- 4.7 To ensure employee records are updated in line with policies, procedures, and legislation.
- 4.8 Where requested to support the Senior Management Team by liaising with the external Human Resource partners with regards to obtaining advice on employment, personnel law and other matters affecting employees.
- 4.9 To coordinate line managers' recommendations on staffing levels and salaries.
- 4.10 To ensure performance management systems are in place and complied with including absence reporting, appraisals, training plans, and job descriptions being kept up to date.
- 4.11 To regularly monitor, review and update policies, Staff Handbook, etc. in line with the policy matrix to ensure they are up to date with legislation and organisational needs.
- 4.12 To work in conjunction with managers and staff to promote staff engagement, the culture, and values of the Association.

## **5. LEARNING AND DEVELOPMENT**

- 5.1 To manage the delivery of learning and development programmes for the Association.
- 5.2 To coordinate and deliver induction training for the Board, Staff, and volunteers.
- 5.3 To support line and senior managers to effectively deliver induction programmes, probation, supervisions, and appraisals.
- 5.4 To take responsibility for devising the Association's annual training plan based on departmental training identified by managers for their team.
- 5.5 To devise and manage the Association's training budget.
- 5.6 To monitor and review the progress of trainees through discussions with managers.
- 5.7 To ensure that statutory training requirements are met.

## **6. PAYROLL AND PENSION**

- 6.1 To keep accurate records of salaries and ensure all salary payments are authorised.
- 6.2 To ensure timely and accurate submission and processing of payroll information to ensure staff salaries are paid on time.
- 6.3 To keep records of employees' pension entitlements and ensure pension contributions are accurate and paid in a timely manner.
- 6.4 To ensure CEO and Directors are provided with salary related information as required.
- 6.5 To work with external payroll service providers and effectively manage the contract.

## **7. COMPANY SECRETARIAL**

- 7.1 To ensure the Board complies with the Association's Rules and Governance Regulations, as well as with regulatory requirements of the Regulator for Social Housing or the relevant regulatory body at any time.
- 7.2 To advise on procedural issues and where necessary, seek external advice and support.
- 7.3 To keep the Board up to date with current developments and legislation affecting the Association's governance.
- 7.4 To maintain the statutory registers, including the annual Declaration of Interests register, the register of Shareholding Members, Board Members, and minutes of all governing meetings.
- 7.5 To assist with the training and development plan for Board.
- 7.6 To ensure that statutory returns and documents, including the annual return and accounts,

are filed with the Financial Conduct Authority (FCA) on time and the required FCA fees are paid, the Regulator for Social Housing (RSH), Charity Commission, and Companies House as appropriate.

- 7.7 To organise and prepare agendas and papers for Board, Committees and AGMs.
- 7.8 To undertake any other duties and responsibilities that are commensurate with the role of the Company Secretary, as this role is the designated Company Secretary.
- 7.9 To provide feedback on all external meetings attended on behalf of the Association.

## **8. COMMUNICATIONS**

- 8.1 To maintain an overview of the Association's publications and external profile.
- 8.2 To develop and deliver an impactful communications plan, which builds the profile of Ekaya both internally and externally across a wide range of channels, including publications, website, and other digital channels e.g., LinkedIn.

## **9. EQUALITY AND DIVERSITY**

- 9.1 Demonstrate commitment and adherence to Equality & Diversity.

*This job description describes the current duties and responsibilities of the post. No job description can be entirely comprehensive, and the post holder will be expected to carry out such duties as may be required from time to time and are broadly consistent with the job description. The job description will be subject to periodic review in the light of experience.*

However, as the post evolves, gradual changes to the duties may occur. Where substantial changes occur which either affect other post-holders or the level of responsibility of the post, consultation will be undertaken with the staff affected as appropriate.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_(Post-holder)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(For and on behalf of Ekaya Housing Association)

## Ekaya Housing Association Limited

### CORPORATE SERVICES MANAGER / COMPANY SECRETARY

#### PERSON SPECIFICATION

##### EDUCATION / QUALIFICATION

CIPD qualified or working towards same with commitment to CPD	<b>Essential</b>
Education to degree level or equivalent through relevant training and experience	<b>Essential</b>
Relevant Health & Safety qualification	<b>Desirable</b>

##### KNOWLEDGE

Strong customer focus, commitment to continuous improvement, providing a high quality service, promoting positive outcomes and maintaining confidentiality	<b>Essential</b>
Knowledge of Housing Association rules and procedures	<b>Desirable</b>
Knowledge of and commitment to equality and diversity	<b>Essential</b>
Knowledge of a broad range of Human Resources practices	<b>Essential</b>
Knowledge of Employment Law and/or Business Management	<b>Desirable</b>

##### EXPERIENCE

Experience of providing Human Resources support to management and employees, including change management, terms and conditions, policies, and procedures	<b>Essential</b>
Experience of staff management	<b>Essential</b>
Experience of servicing and presenting to Senior Management and Boards	<b>Essential</b>
Experience of controlling a budget	<b>Desirable</b>

##### SKILLS / ABILITIES

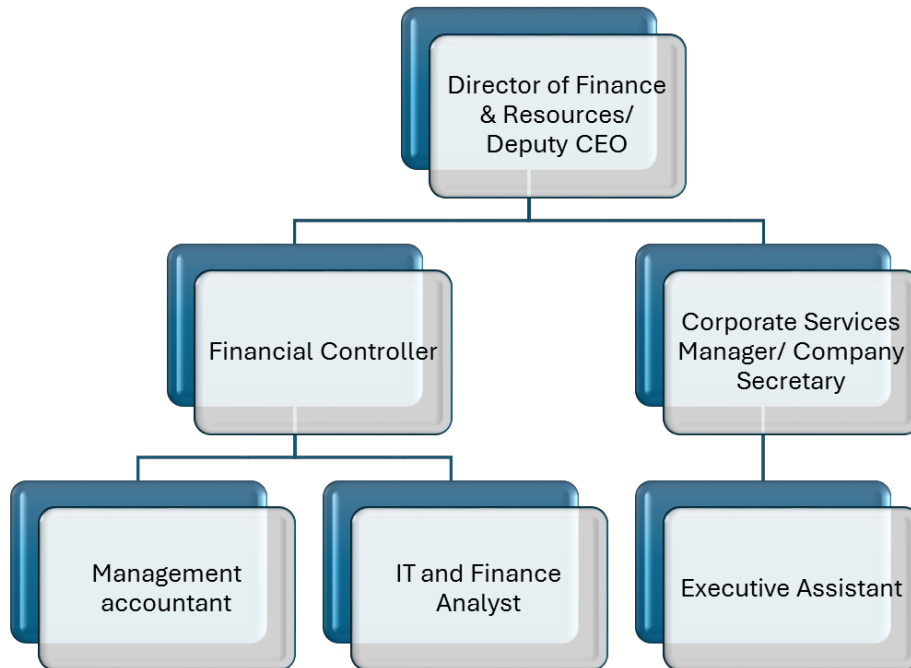
Excellent numerical, verbal, and written communication skills	<b>Essential</b>
Ability to prepare and present reports to management and Board level	<b>Essential</b>
Effective presentation and organisational skills	<b>Essential</b>
Excellent communication skills and the ability to influence a wide range of stakeholders	<b>Essential</b>
Excellent interpersonal skills and able to build positive relations and achieve co-operation with others particularly in challenging matters	<b>Essential</b>
Ability to work as part of a team, and plan, prioritise and manage own workload	<b>Essential</b>
Highly competent administrator with keen attention to detail and accuracy	<b>Essential</b>

A sound grasp of corporate governance issues and secretarial practice	<b>Desirable</b>
Integrity and discretion when handling confidential information	<b>Essential</b>
Good command of MS Office applications with excellent word processing skills	<b>Essential</b>

Signed: \_\_\_\_\_ Date: \_\_\_\_\_(Post-holder)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
(For and on behalf of Ekaya Housing Association)

### Where the role sits within the structure



The Director of Finance & Resources/ Deputy CEO reports to the Chief Executive Officer (CEO)

## **Summary of terms and conditions**

**Remuneration** - £52,670 p.a.

### **Working hours**

We keep usual business hours, the working week is 37.5 hours. We operate a hybrid working model with a minimum of two days working from our Head Office, one of which must be a Wednesday.

However, this is a leadership role and as such flexibility is expected in fulfilling role requirements. This will include occasional evenings and weekends.

### **Annual leave**

25 days plus 8 public holidays rising annually, up to 30 days after 5 years of service.

### **Place of work**

Your usual place of work will be our head office at 145, Stockwell Road, London, SW9 9TN. Occasional travel may be required to fulfil the requirements of the role.

### **Other benefits include, but are not limited to:**

- Investment in your development - We are an IIP Gold employer
- Pension scheme; Ekaya currently contributes 7% of your salary to the pension scheme
- Hybrid working – minimum 2 days in the office (of which one compulsory for all staff)
- Free eye tests; we provide eye-care vouchers and contribution towards the cost of some glasses
- Free confidential counselling services via Employee Assistance Programme.
- A health cash plan (currently with the HSF scheme)
- Life Insurance – Death in service 4x basic salary
- Staff recognition scheme