



TWO SAINTS
REBUILDING LIVES FOR A **BRIGHTER** FUTURE

Recruitment pack
**Head of
governance
and company
secretary**

This document and your application

Thank you very much for your interest in this role.

On the following pages you'll find all the information you need to understand us better, discover what the role involves and how to apply.

Finding your way around...

▶ Part 1

Learn about us, see how we work and hear about some of our leaders

▶ Part 2

Learn about the role and what's required

▶ Part 3

How to apply and details of the selection process. There's also a checklist to make sure you've covered everything

Key dates

- Closing date and time: **5pm on Monday 28 July 2025**
- Interviews: **12 and 13 August** – at Fareham House, Fareham



Welcome

Thanks for taking the time to find out more about this important new role at Two Saints.

This is a great time to be joining the team at Two Saints, as we've just adopted an ambitious strategy and embarked on a period of transformational change to improve our efficiency and ensure we're in the strongest position to deliver our vision: **to be a safety net for people in tough times and the springboard to a brighter future.**

As you'll see from our strategy, our focus is on delivering a full range of services to clients across the areas where we work. Our committed team do this through professional expertise and experience, and most importantly through living our culture and values. **We pride ourselves on being a values-based organisation and our values are:**

- **Everyone matters**
- **We know we're stronger together**
- **We do the right things, for the right reasons**
- **We never give up**

These are challenging times for our sector – but we like a challenge and are determined to remain financially strong whilst meeting our regulatory and governance requirements, so we can continue to support our clients and be a springboard to a brighter future. Which is where this role comes in.

Applicants for our head of governance and company secretary role will be professionally qualified and ideally bring experience in the social housing sector or similar – but we're most interested in what you can bring to our team. **You'll be working for an agile, well regarded organisation and we're always busy, so your energy and enthusiasm will count for a lot.** We're non-hierarchical and curious in approach and our size means that you need a balance between operating strategically and 'rolling up your sleeves' on occasions.

If the above interests you, this will be a great role where you'll use your experience across the organisation to help us achieve our objectives and make a real contribution to improving lives for our clients.

If you're interested in joining us, do contact our retained consultant Denise Kirkham at Distinctive People on **07833 475669** for an informal chat.

Thank you for your time and we look forward to receiving an application from you.

Julie Toben
Chair of the Board

Who we are and how we work

We were formed in 2001 through the merger of St Dismas and St Petroc. **We offer housing, and support services** in Berkshire, Hampshire (including Portsmouth, Southampton) Bournemouth, Christchurch, and Poole and on the Isle of Wight.

Our head office is in Fareham in Hampshire. We're a **registered community benefit society with charitable objectives**, a registered provider and members of the National Housing Federation and Homeless Link.

Approximately 60% of our income is from rents with the other 40% coming from support contracts, donations and other income.



We work in:

- Hampshire (including Portsmouth, Southampton) – 85% of what we do
- Bournemouth, Christchurch, and Poole
- Berkshire
- The Isle of Wight

We aim to own or lease most of the buildings we operate from.

We work with clients to enable them to develop personalised support plans.

We aim to keep clients safe and work with them to develop their confidence and skills to help them move into independent accommodation, maintain their home and find meaningful activity.

We provide the following services:

- Single homelessness – 85% of what we do
- Young people and some young families
- Mental health
- Plus a few other services including supporting refugees and former offenders

Discover more about us



[READ](#)

Latest annual report and accounts



[READ](#)

Read our current strategy



[READ](#)

Two Minute News

Our executive team



Janice Hughes

Chief executive

Janice is our chief executive, responsible for providing leadership and strategic direction for our organisation. She has worked for housing and supported housing organisations for over 25 years with a finance, property and risk management background. She's held executive and non-executive positions in not-for-profit organisations, including chair of audit committees, and is currently an elected member of the Homeless Link board. An experienced leader, Janice is committed to social justice and improving life choices for people who may be marginalised.



Charlotte Buckingham

Executive director of client services

Charlotte has been working in the voluntary/not for profit sector since 2002. Before joining Two Saints in 2016 as a regional director, she was the chief executive officer for a small charity in Oxford that specialised in working with people with multiple and complex needs. Charlotte was appointed as executive director of client services in November 2020 and she is responsible for leading our client services.



Currently being recruited

Executive director of finance and IT



Paula-May Houghton-Clarke

Executive director of people and programmes

Paula-May has a background in operations and transformation and a wealth of experience in leading teams, delivering change and supporting vulnerable people, most recently for the NHS. Her role is to ensure that our culture remains true to our vision and is a place people want to work and grow and have the tools needed to deliver support to our clients.

Our Board



Julie Toben

Chair of the Board

Julie has over 30 years experience of working with boards of local, national and international charities to improve their governance, management and sustainability, including over 20 years as a non-executive director. Prior to this, she was operations director of a property development company. She is currently chief executive of a regional charity and chair of a special needs independent school.



John Banks

Chair, audit and risk committee

John is a qualified accountant with a 30-year career in financial services. He also holds qualifications in the management of risk, the delivery of change, and in green and sustainable finance. John has 10 years experience in non-executive roles including mental health charities and housing associations.



Caroline Moylan

Chair of remuneration and nominations committee

Caroline has experience as part of the executive team of a registered housing provider. She also has significant experience in a variety of leadership roles predominantly in the area of social, community and wellbeing services.



Ronak Kantaria

Ronak is a qualified accountant with more than 20 years in the property sector. His collaborative, democratic business style builds long-standing relationships which engage stakeholders at all levels. Ronak now heads his own consultancy offering influential insights for organisational betterment, he also serves as a non-executive director on several boards.



Sarah Frost

Before joining Two Saints, Sarah spent ten years on the boards of a number of different charities and a mid-sized housing association. Prior to that she had a long career in financial services. Sarah brings an in-depth understanding of ICT/Digital transformation combined with Risk Management, Governance and knowledge of the Social & Supported Housing sector. She is also qualified in strategy and governance.



Mark Woosey

Vice chair

Mark is a chartered IT professional (MBCS CITP). He's worked in the housing and care sector for more than 10 years. His former roles include a spell on the Chartered Institute of Housing audit and risk Board, several non-executive directorships with housing associations and senior business roles within national and global blue-chip businesses.



Tony Quigley

Tony is an experienced senior leader in the affordable housing sector. This includes being Director of Home Ownership at Sovereign Housing. Through various roles and forums in the Chartered Institute of Housing, the National Housing Federation and the National Leasehold Group, he has contributed to shaping both national and regional policy and best practice.



Diane Palmer

Diane has worked in a variety of leadership roles over 20 years in the social housing and support sector. Specialising in the provision and development of housing and supporting services for people in later life, a former Regional Director for a national specialist housing association, Diane is currently responsible for older persons housing services within a Local Authority in the South East of England.



Rachel Pinchin

Rachel has years of experience working with both housing associations and in the private sector. Rachel is currently Deputy Chief Executive of Elim Housing Association and Managing Director of Lime Property Ventures, Elim's commercial subsidiary. She is committed to highlighting the positive impact of specialist and smaller housing associations in meeting local and individual needs.



Hilary Clifford

Hilary has over 30 years experience of leading people and organisations through growth and sustainable transformation within the UK and globally. As an accredited coach, Hilary brings her coaching skills to her leadership and to the board room. She has more than 15 years experience as a board adviser and non-executive. She has served as a Chair within the Training and Education sectors and as a charity trustee.

Learn about the role

Head of governance and company secretary

To guide and challenge us and help turn our ambitious business growth and development plans into reality.



Role scope

Job purpose

- To be our named company secretary post holder
- To provide governance support to our Board and committees
- Act as the lead for the co-ordination and cyclical review of policies and procedures
- Proactively manage the organisation's risk management framework ensuring nominated managers are held to account for risk mitigation to provide governance assurance
- Lead on the production and analysis of our suite of performance indicators

The scope of the role is as follows:

Direct line management of up to three people

- Board comprising of up to 12 members that meets four times each year and holds two strategy days
- Committee structure currently includes audit and risk and remunerations and nominations committees

Main responsibilities

Company secretary and governance support

- Provide governance support and advice to our Board and committees, including active engagement in helping to shape and prepare effective agendas, board packs and minutes,

following up action points, and making sure meetings run in accordance with prevailing rules.

- Ongoing review and enhancement of the effectiveness of our Board, committee structure and corporate governance arrangements to support delivery of our strategy and manage risks.
- Work closely with our executive team to support them in the production of high-quality Board papers and effective engagement with the Board.
- Manage the appointment and resignation process of Board directors, including the onboarding and training of new non-executive Board directors.
- Provide assurance to the Board of all regulatory compliance.
- Advise on any conflicts of interest within the Board and executive.
- Ensure statutory books, including registers of directors and secretaries and members' interests are maintained.
- Monitor changes in relevant legislation and corporate governance guidelines, including regulatory expectations.
- Ensure good governance and legal compliance of the organisation
- Signing of annual financial statements

- Ensuring all leases, licences, contracts etc. are signed and executed according to our Rules
- Conducting and maintaining the regular skills audit of the Board
- Support the chair of and service the remunerations and nominations committee
- Periodically benchmark Board remuneration
- Undertake governance reviews
- Be responsible for the company seal and register according to the model rules
- Oversee the issuing of company shares
- Oversee Board members' expenses
- Maintain the register of Shareholders
- Maintain a register of holders of any loan, mortgages and charges on land
- Maintain the Rules of the Association
- Maintain the Board members' interests register

Policies and procedures

- Oversee and take accountability for ensuring that a full set of compliant operational policies and procedures are maintained and recommended to the Board within agreed cycles
- Co-ordinate the policy review cycle with our performance team managers
- Provide oversight for consistency of formatting and adherence to legal and regulatory requirements

Risk management and controls framework

- Proactively manage our strategic risk management framework and policy ensuring nominated managers are held to account for risk mitigation to provide governance assurance
- Be responsible for periodic meetings with senior managers to ensure that actions and controls in place will ensure risk levels are within our risk appetite.
- Update our strategic risk report together with emerging risk areas each month and present to our performance and executive teams.

- Liaising with our chair of audit and risk committee, be the lead officer for the delivery of our internal audit programme

Performance management

Be responsible for co-ordinating our annual performance targets with the executive team

- Ensure that monthly and quarterly performance against annual targets is reported to our performance and executive teams for consideration by our Board
- Provide the Board with assurance about actions being taken to improve poor performing areas of our operation

Data protection

- Be the lead officer for data protection governance, including managing data breaches and reporting to the Information Commissioners Office when relevant

Regulation

- Ensure all returns required by the Financial Conduct Authority and Regulator of Social Housing are submitted accurately and on time
- Prepare and submit self-assessments against consumer and other relevant standards
- Take the lead role for our complaints reporting



Experience and qualifications/training

- Chartered Governance Institute qualification or equivalent
- Experience of social housing governance and regulation is desirable
- A track record of providing governance support, including managing policy reviews and performance indicators
- Previous team leadership experience is desirable
- Understanding of basic data protection principles
- Experience of working collaboratively with external bodies and organisations

Knowledge and skills

- Strong communication and interpersonal skills
- Expertise and practical experience of risk and performance management
- Able to balance strategic thinking with an eye for detail
- Understanding of model rules, standing orders and internal controls frameworks. It is desirable that this is within a social housing environment
- Experience of standard committee structures depending on complexity and size of an organisation

Additional requirements

A standard disclosure and barring service check will be required



Summary of terms and conditions of employment

Job title: Company secretary

Salary: Grade 8.1 £50,255

Payment: Paid on or around 25th of each month directly into your bank account

Hours of work: 37

Pension: Contributory pension with the Social Housing Pension Scheme

Annual leave: 25 days increasing by one day per year to a maximum of 30 days, pro rata for part time. Bank holidays are in addition to this.

Probationary period: Six months for new employees

Notice period: 12 weeks

Travel: Business mileage paid (HMRC rate)

Job location: Fareham House, 69 High Street, Fareham, PO16 7BB

Making your application

Now you know all about us and the role, it's time for us to hear more about you and how you would help turn our plans into reality.



Here's a reminder and a few instructions of what to do next.



- 1. Make sure you've gone through this pack carefully:** Make sure you've read the pack, watched our video and reviewed our plans for the next five years.
- 2. Review your CV:** Polish up your CV and make sure it tells us what you can bring to the role. But make sure it's no longer than three pages.
- 3. Answer our three questions in a supporting statement:** You should answer them all in less than two sides of A4.
The questions are:
 1. What attracts you to this role and Two Saints as an organisation?
 2. How will your professional skills and expertise enable you to add value to Two Saints and this role?
 3. At Two Saints we value curiosity and a questioning approach. How can you evidence alignment with this approach?
- 4. Fill in the extra forms:** Complete the [personal declaration form](#) and [equal opportunities monitoring form](#).
- 5. Send it all to us - before the deadline:** Answer the questions and send your CV, plus the two forms, to recruitment@distinctivepeople.co.uk by **5pm on Monday 28 July**. Put the job role in the email subject line.

Key dates

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