



Job Description

Member Services Officer

All criteria are Essential unless indicated otherwise

Reports to: Senior Governance Officer

Responsible for: n/a

Overall Job Purpose:

As part of the Governance Team, to lead on the Governance administrative support provided to the Group's subsidiaries. Delivering an efficient service to Board Members and staff to help ensure good governance and best practice is achieved.

Key Responsibilities –

Member Services:

- Provide professional, high quality, overarching governance support to the Barcud Subsidiary Board Members, to include:
- Organisation and servicing of meetings, including virtual meetings, room bookings, overnight accommodation and refreshments.
- Liaising with the Subsidiary Board Chairs and Executives to set Board Agendas and to ensure reports are produced and distributed to Board members within agreed timescales.
- Prompt production and distribution of minutes and action lists from meetings.
- Arranging Subsidiary Board member training in accordance with the corporate training plan and maintaining training and attendance records.
- Arrange and co-ordinate triennial subsidiary Board Member appraisals, co-ordinated alongside that of Barcud.
- To co-ordinate and take part in meetings with the Chairs and Director/Chief Officer following appraisal process to understand skills and succession needs.
- Maintaining and assessing skills matrices for the Subsidiary Boards and assisting with recruitment of new members.
- Maintaining the equality and diversity records of Members and reporting to Board.
- Provide advice and guidance to Members on governance matters.
- Undertake specific research as required by Board members.
- To maintain good communication with the Director/Chief Officer of the subsidiaries to ensure shared knowledge and understanding of governance issues and initiatives.

Governance team:

- Deputise for the Senior Governance Officer when required, to provide Governance support to the Barcud Board and Sub Committees and Barcud Leadership Team.
- Provide peer support for the Corporate Compliance Officer, to include logging and assigning corporate complaints and collation of Welsh Government returns.
- Provide administrative support to the Director of Governance, Risk and Resources as and when requested.
- Assist with the maintenance of Corporate records, including maintaining Corporate Compliance and Governance Registers.
- Arrange for documents to be signed under seal as and when required.
- Assist with the review of Barcud's Group Policies and research into any legislation and sector advice required.
- Assist the Senior Governance Officer and Corporate Compliance Officer to maintain the Risk Register, chasing responsible officers as appropriate.
- Undertake occasional evening work where meetings need to be held during early evening.

People:

- The post holder will regularly be expected to work unsupervised and to be able to manage their own time efficiently and effectively.
- The post holder will be expected to adopt a flexible attitude to the duties which may be varied subject to the needs of Barcud and in keeping with the general profile of the post.
- The post holder will promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Group to ensure effective delivery to the agreed service standards and targets.

Corporate:

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Group's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Group and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Group's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.



Personal Specification

Member Services Officer

This person specification details the experience and skills for the position of Member Services Officer at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications:

- A level or equivalent standard of education
- Degree or equivalent standard of education **(Desirable)**
- Secretarial, Legal, or business administration qualification **(Desirable)**

Experience:

- Excellent customer service skills, with basic experience of dealing with the general public
- Experience in supporting committees or similar meeting groups to include minute taking
- Experience of working closely with colleagues in order to complete tasks by deadlines
- Providing a full range of administrative and secretarial support to a team/individual
- Two years experience in a secretarial or administrative role or similar **(Desirable)**

Knowledge/skills:

- Proficient in the use of the Microsoft Office package
- Competent use of e-mail and electronic diary
- Ability to learn quickly and use initiative
- Strong organisational skills and methodical approach to work
- Effective time management skills
- Familiar with the principles of service improvement, performance management and customer care **(Desirable)**
- Sound basic understanding of Housing Associations and the Welsh Housing Quality Standard (WHQS) **(Desirable)**

Communication skills:

- The ability to communicate well verbally and in writing in both Welsh and English, or to commit to achieving ALTE Level 3 standard Welsh language within two years.
- Good telephone, Virtual meeting and face to face communication skills.
- Ability to communicate effectively in writing.
- Confidence to deal with senior staff and Board members.

Personal Qualities:

- Ability to cope under pressure and balance competing demands
- Capable of working to busy schedules.
- Capable of using own initiative and working unsupervised.
- A team player.
- A strong commitment to high quality customer service.
- Adopts a flexible approach to the requirements of the job.
- Adapts positively to change.
- Confidentiality.