



# Head of Governance & Assurance

We're looking for a strategic and forward-thinking professional to lead our Governance and Assurance services.

August 2025



# Who we are and what we do

We're a social housing and community mutual organisation, which means we're **owned and run by customers** and **members** who **share our values** and want to make a difference to people's lives.

We own and manage over 8,000 homes in Torfaen, supporting 20,000 people. We believe everyone should live in good quality, safe, warm homes and we build strong relationships with organisations who can help our communities and businesses to flourish.

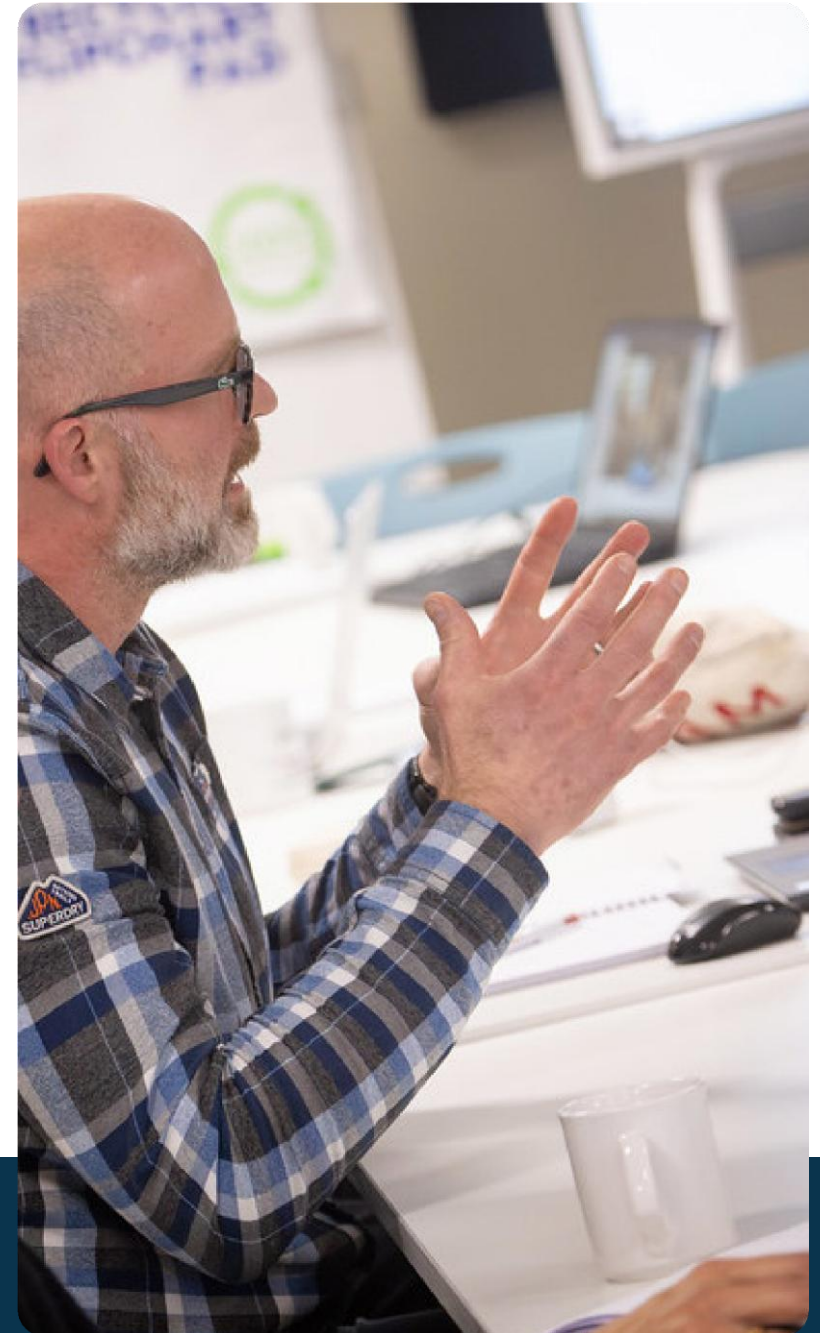
We are so much more than just a housing provider. We help to create employment and development opportunities for local people, and work in close partnerships with a wide range of organisations to help reduce crime and anti-social behaviour, improve health and wellbeing and protect the environment.



# Our Corporate Strategy

Our 2023-2028 strategy renews our commitment to provide a quality home and a safe place to live. We want to work with communities in ways that help them to thrive. But while a safe and solid home is vital, our vision does not end there. For our customers to live their best lives, they need to know that we will maintain their home and respond quickly, getting repairs right first time.





**Our Vision: We are trusted to help build safe and strong communities, where everyone has a place they are proud to call home.**



# Current Priorities

We are focusing on areas to help us deliver on our ambitions over the next five years.

At Bron Afon, we believe everyone should have a place they are proud to call home. As a leading partner in a network of organisations, we work with people who want to make a difference in the communities where they live. Working with our customers, colleagues and partners we are focused on:

-  Great Customer Service
-  Build New Homes
-  Provide Quality Homes
-  Partnerships and Communities

## Our People Promise

We believe our people are our best asset and the key to our success. We are investing in a strong, agile workforce, where colleagues feel connected and are supported to be their best.



# Our Values

Our values are important to us. They guide how we work and were developed with our members, colleagues, and partners. They help us deliver on the things that really matter to our customers and colleagues. They are **REAL**.

## Respect

We treat everyone with respect.

We are fair, inclusive, and understanding.

## Ambition

We want to be the best at what we do. We are ambitious in creating opportunity and addressing inequality. We bring passion, creativity and commitment in our work.

## Engage

We are proud to be owned by the community.

We work with people and partners to make lives better.

## Listen

We listen, we understand, and we are trusted to act.



# Meet our Strategic Management Team



**Alan Brunt, CEO**

Alan joined Bron Afon in March 2017, having previously held a number of interim executive positions since 2010 in Welsh, Scottish and English housing associations. After more than thirty years in the housing sector, his passion for what we do is as strong as ever.



**Kate Innes, Executive Director of Change**

Kate joined Bron Afon in September 2024 and leads the digital programme. She has previously been in a senior finance role at Welsh Government and brings with her previous experience as an accountant in the housing sector in Wales and Ireland, and in the private sector.



**Catherine Love, Executive Director of Operations and Deputy CEO**

Catherine joined Bron Afon in 2019 and is passionate about putting people, emotional intelligence, and innovation at the heart of delivering excellent customer service. She has over 20 years' experience specialising in customer service, marketing communications, information management and corporate planning.



**Stephen Blake, Executive Director of Development and Regeneration**

Steve joined Bron Afon in 2023 and has more than 38 years' experience in housing and development. He worked in the private sector for Lovell for 20 years and in 2012, started his own consultancy business providing specialist residential development and project management services to various housing association, local authority, developer, and landowner clients.



**Lynsey Harris, Executive Director of Resources**

Lynsey joined Bron Afon as Head of Finance and Procurement in 2023 and has worked as a finance professional since graduating from the University of Bristol in 2010, in a variety of roles within both the UK and USA. Lynsey prides herself on building excellent relationships with colleagues and believes it is important that the 'enabling functions' within any organisation are diverse, forward-thinking and well-integrated with the wider business to ensure collective success and alignment.

# The Opportunity

We're looking for a strategic and forward-thinking professional to lead our Governance and Assurance services. In this key role, you'll ensure high standards across internal audit, risk management, data protection, and regulatory compliance—while maintaining strong relationships with our outsourced auditors.

You'll work closely with teams across Bron Afon to embed assurance into everything we do, aligning with our mission, values, and corporate priorities. From shaping governance on major projects to driving cultural change and continuous improvement, your impact will be organisation-wide.

You'll also act as a trusted advisor to senior leaders, stay ahead of regulatory developments, and step in for the Company Secretary when needed. As a member of our Senior Leadership Group, you'll help shape the future of Bron Afon.

**Job title:** Head of Governance & Assurance

**Responsible to:** Executive Director of Resources

**Responsible for:** Assurance and Governance team

**Financial Accountability:**  
Budget circa £500K



## Accountabilities

Lead on all corporate, and operational aspects of governance and assurance and play a key role in driving cultural and organisational change to achieve the corporate priorities and raise awareness and promote compliance on assurance policies including the code of conduct, and whistleblowing.

Contribute to strategy development in governance and assurance. Develop the governance and assurance service plan to ensure it is aligned to the regulatory landscape and corporate plan.

Contribute to the development of the organisation's strategic aspirations and priorities, ensuring the ability to meet all statutory and other regulatory responsibilities.

Deputise for Company Secretary, in their absence.

Support the Board, Committees & SMT with a Governance and company secretariat service which enables robust, innovative, timely and well-informed decisions whilst meeting legislative and regulatory requirements and managing risks. Regular attendance and reporting at assurance committee, and other committees as required.

Act as a key point of contact and maintain an open and collaborative relationship with the Regulator ensuring effective co-regulation and lead on the self-assessment process.

Develop and implement the governance framework supporting the Chair, the Vice Chair and, the Chief Executive and the Director of Resources in their leadership of the Non- executive and Executive and provide professional advice, challenge and support to the Board and to SMT in carrying out their duties and obligations.

Support the Director of Resources to establish the strategy for business assurance and risk management.

Periodically review and update Bron Afon's incident response plan and coordinate and any incident response meetings that are required.

Ensure that reports, decisions and actions have clear audit trail.

Accountable for ensuring Welsh government self-evaluation is updated, completed and submitted in line with regulatory requirements.

As data protection officer, develop a culture recognising the importance of data protection and support the business in understanding and implementing the legislative requirements to ensure good practice is established and followed.

Ensure there is an effective high quality internal audit service Develop and deliver an effective high quality internal audit service, facilitating the development of an annual and three yearly audit plan, ensuring that recommendations are followed up and delivered, and the whole organisation is aware and committed to internal control and the importance of the internal audit function to support compliance within the business.

Lead Bron Afon's risk management function, ensuring that risk owners are identifying, managing and mitigating Bron Afon's exposure to risks including business continuity. Work with the board to periodically reassess its risk appetite.

Review, develop, retain and improve historical and current governing documents and policies.



## Senior Leadership Group Responsibilities

- Oversee the most effective development and delivery of plans for your function which make best use of all available resources; are regularly monitored through frameworks and key performance indicators put in place to ensure customer excellence, best practice and continuous improvement and are directly aligned with Bron Afon's mission, values and cultural change drivers.
  - Ensure that all regulatory, internal and external compliance requirements are upheld at all times.
  - Provide effective leadership to highly skilled and diverse teams, determining performance expectations for your area and managing frameworks to reward and recognise contributions and address any under-performance; ensure all team members feel valued and are developed to reach their full potential.
  - Provide advice, through self and expert members of the team, to others across the organisation – including the Chief Executive, EMT, SLG and Board and Committees where appropriate.
  - Ensure the strategic direction of your areas of responsibility are clearly communicated and where appropriate lead on organisational programmes of work based on your specialisms and experience.
  - Oversee the most effective planning of budgets and robust financial management and control across service areas, ensuring that all processes in place to support expenditure decisions are adhered to.
  - Role model agile leadership behaviour – building trust and enabling autonomous working while focusing on performance and outcomes.
  - As an effective member of the SLG, provide support and peer challenge to others and help to identify strategic opportunities to achieve excellent customer service through continuous business improvement; take responsibility for the introduction of new ways of working that deliver excellent customer satisfaction as well as efficiencies.
  - Make strategic decisions in conjunction with the appropriate Executive Director for areas of responsibility; ensure an effective and resilient leadership approach guides operations to maximise service excellence.
  - Provide leadership and support as part of a fully integrated approach across all service areas, enabling the development and delivery of an excellent end to end customer experience as well as achieving best Value for Money.
  - Ensure external working relationships are developed and maintained with a range of partners and stakeholders to best further the interests of Bron Afon and its ability to provide customer excellence.
  - Review risks identified and potential means of mitigation across service areas, and where appropriate wider organisational plans; ensure potential impact is appropriately considered when developing plans and responses and take ownership of specific areas of risk as delegated by the appropriate EMT member.
  - Ensure the most effective and proactive use of data-led insights to inform sustainable change across service areas, including championing the most effective implementation of digital tools.
  - A deep understanding of Bron Afon's operational context with an Appreciation of the challenges faced by customers and communities.
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## Standard Responsibilities

Promote, uphold and comply with Bron Afon's values, policies and procedures, and regulatory frameworks including (but not limited to):

- Code of Conduct
- Health & Safety
- Data Protection, privacy, and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity
- Support Bron Afon's community mutual model ensuring positive working relationships

## Qualifications and Knowledge

- Relevant qualifications or knowledge of compliance and risk management gained from experience.
- Extensive knowledge and understanding of governance framework and company secretary responsibilities within a regulated sector.
- Evidence of continued professional development.
- Understand the context of rented social housing provided by registered social landlords.
- Detailed understanding in working with others to effectively identify and manage risk.
- Understanding of the context of rented social housing provided by registered social landlords.
- Detailed understanding of project management and working with others across professional groups to deliver proactive solutions.
- Detailed understanding of developing and implementing quality management systems which demonstrate measurable results.



## Experience

- Substantial colleague management experience with the proven ability to bring out the best in people, inspire confidence and respect and to measure individual and team performance.
- Significant experience of dealing with regulatory bodies and key external stakeholders.
- Significant experience of identifying the need for and supporting major organisational change and actively engaging people internally and externally in the development and improvement of services.
- Substantial experience in identifying, developing and supporting strategic change.
- Substantial experience in delivering excellent governance and company secretary services.
- Substantial experience of working across a business to deliver quality assurance and continuous improvement.

## Skills and attributes

- Highly developed negotiating and influencing skills with demonstrable ability to deliver results and to engage people throughout the organisation.
- Highly developed ability to provide inspirational and visionary leadership, building positive learning and development cultures which support, motivate and develop others.
- Developed ability to work with Boards and Committees to ensure good governance.
- Developed ability to learn from others and identify what works well to improve the way the business operates.
- Highly developed analytical and strategic planning skills with demonstrable business awareness.
- Highly developed management skills.
- Highly developed written and oral communication skills with the ability to meet the communication needs of different people and groups.



## Personal Qualities

- High level of personal integrity, expressed through behaviour and conduct.
- Used to confidently managing own workload and enjoys working to tight deadlines, within a changing environment.
- Lateral thinker.
- Creative and proactive.
- Confident but supportive approach with the ability to persuade others to take responsibility and action.
- Proven commitment to equality of opportunity and diversity of service delivery and employment.
- Flexibility in responding to changing demands and conditions- recognising the need to have non-standard solutions.

## Additional Requirements

- Someone who can travel effectively and in a timely fashion throughout Torfaen.
- The ability to speak Welsh is desirable for all roles.



# Our Board

## **Craig Nowell, Chair of the Board**

Board member since December 2017. Chair of the Board since January 2024.

## **Peter Jackson**

Board member since December 2019. Member of the Assurance Committee and the Services and Performance Committee.

## **Amanda Owen**

Board member since March 2021. Member of the People & Governance Committee and the Services and Performance Committee.

## **David Williams**

Board member since July 2022. Member of the Assurance Committee and the Services and Performance Committee.

## **Hilary Drinkwater**

Board member since September 2018. Member of the People & Governance Committee and the Services and Performance Committee.

## **Marc Leppard**

Board member and Chair of the Assurance Committee since January 2024.

## **Philippa Armstrong-Owen**

Board member since January 2024. Vice-chair of the Assurance Committee and member of the People and Governance Committee.

## **Jane Pound**

Board member and Chair of the People and Governance Committee since January 2024. Member of the Assurance Committee.

## **Patrick Odling-Smee**

Board member since January 2024 and member of the Services and Performance Committee.

## **Jill Wadley**

Board member since May 2023. Member of the Assurance, People & Governance and Services and Performance Committees.

## **David Selway**

Board member since January 2023. Chair of the Services and Performance Committee since January 2024.

## **Nayur Zahoor**

Pathway to Board programme participant at all Board and Committee meetings.

# Equality, Diversity and Inclusion

**Bron Afon is committed to encouraging equality, diversity and inclusion.**

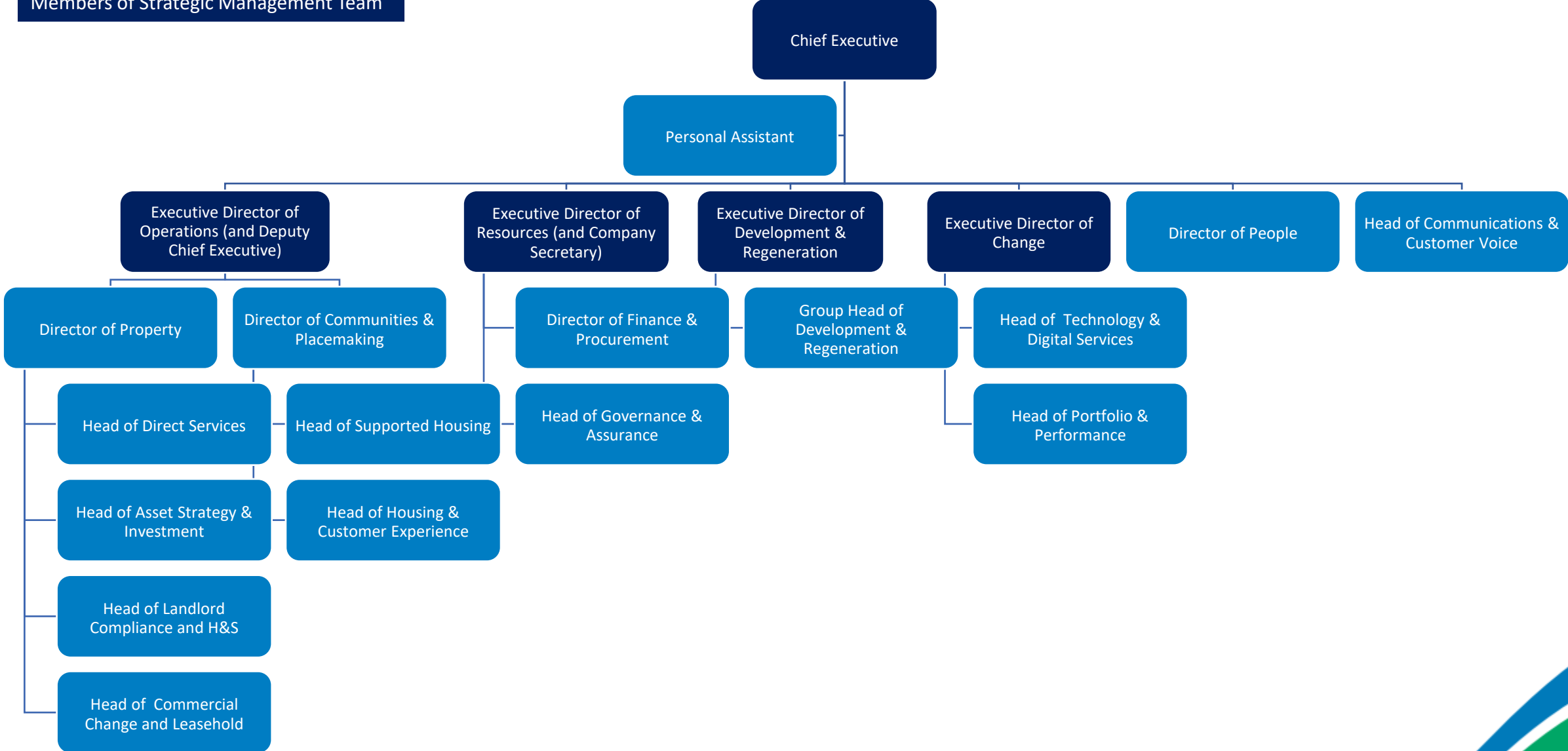
**As a successful organisation, we encourage diversity of thought because we believe it leads to better decisions.**

**We believe that if we have a wider range of people working for us, we are more likely to have a greater understanding of our customers' and colleagues' individual needs and can better provide relevant services as required.**



# Senior Leadership Group Structure

Members of Strategic Management Team



# Terms and Conditions

**Salary and package:** Salary is £67,250 plus attractive benefits package.

## **Attractive benefits package:**

Hybrid working.

Bron Afon is currently undertaking a 4-Day week pilot

Defined Contribution Social Housing Pension Scheme with employer contributions of 12%.

Bupa cash back plan.

Investment in learning and development.

Funding of professional memberships.

Cycle scheme.

Employee Assistance Programme and GP helpline.

Wider Wallet discount voucher scheme.

**Probation and notice periods:** 6 months' probation, after which the notice period is 3 months

**Location:** Your usual place of work will be our head office at Ty Bron Afon, William Brown Close, Cwmbran, NP44 3AB and occasional UK travel is expected.

**Holiday entitlement:** 32 days, plus an additional three days leave designated between Christmas and New Year.

**Working hours:** Normal hours of work are 37 hours per week based around the usual business working week. However, due to the seniority of this post there is a requirement for flexibility in meeting the full responsibilities of the post. Attendance at evening meetings will be required from time to time.



# Key dates and application process

**Application Closes:** 26 September at 12pm (midday).

**1st round of interviews** will be a 30-minute discussion with Lynsey Harris (Executive Director of Resources) over Microsoft Teams.

**2<sup>nd</sup> round of interviews** will be in person. This will involve an interview with a formal panel and then a presentation to our SLG team.

All in person interviews will be held at Bron Afon Community Housing, Ty Bron Afon, William Brown Close, Llantarnam Industrial Park, Cwmbran, NP44 3AB.

To apply, just click the 'Apply Now' button on the vacancy page.

You'll be asked to submit:

An **anonymised** CV including details of positions held and dates.

A supporting statement setting out why you are interested in the opportunity and how you meet the requirements.

Full contact details (name, phone and email) for two referees (including your current employer, if applicable). Please note that we will not take up references without your prior permission.

Details of your current salary package and notice period.

You will receive an automated acknowledgement.

Your application will be treated with strictest confidence.

