

# Job Description



<b>Job title:</b>	Head of Compliance, Risk and Governance
<b>Department:</b>	People and Resources
<b>Reporting to:</b>	Chief Operating Officer
<b>Salary:</b>	£74,500 per annum
<b>Hours:</b>	35 per week
<b>Location:</b>	Based in our London office with flexible homeworking in line with Crisis' Hybrid Working Policy
<b>Contract type:</b>	Permanent

## Core purpose of the role

The postholder will lead the Governance, Compliance and Risk team to build and embed a proactive and enabling culture of compliance and assurance at Crisis UK. They will be the Designated Safeguarding Lead for Crisis.

## Aim and influence

The Head of Governance, Compliance, and Assurance is a senior leadership role responsible for ensuring that Crisis adheres to all legal, regulatory, and ethical standards. This role involves overseeing the development and implementation of governance, compliance, assurance and risk frameworks and processes to support the charity's mission and maintain stakeholder trust.

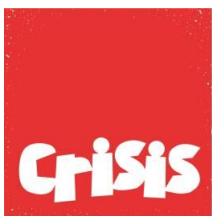
The postholder will lead on advising colleagues on matters of external regulations, legal and contractual obligations, internal controls e.g. risk management and key compliance performance indicators.

## Financial and supervisory responsibility

### Line manages:

- 1 x Senior Compliance and Assurance Manager
- 1 x Procedure and Governance Manager (Client Services)
- 1 x Senior Health and Safety Manager
- 1 x Safeguarding Lead (this is a new role)

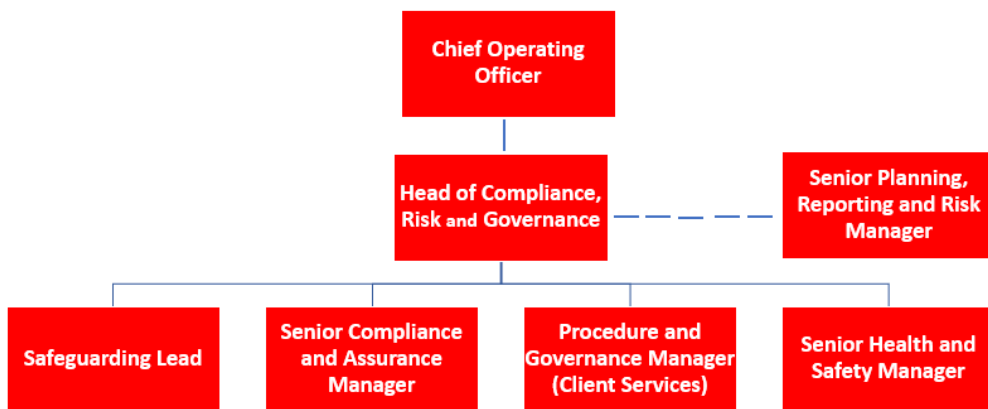
There will also be a dotted line to the Senior Planning, Reporting and Risk Manager on the risk management responsibilities within this role.



**Works closely with:**

- Company Secretary (currently COO)
- Audit Risk and Assurance Committee
- Health & Safety and Wellbeing Committee
- Information Governance Board
- Lead Trustee for Safeguarding
- Senior Leadership Team
- Senior Leadership Group
- Head of Chief Executive’s Office
- Other directorate teams and leaders

**Organisational chart**



## Job responsibilities

### General

- Lead and support a high-performing team to develop and embed a proactive, proportionate and enabling approach to compliance and assurance within the organisation, including but not exhaustive of safeguarding, data protection, health and safety, fundraising and marketing compliance and wider compliance related requirements
- Lead key internal committees - Information Governance Board; Health & Safety and Wellbeing Committee – enabling these cross-organisational committees to manage and mitigate key issues and risks
- Act as Designated Safeguarding Lead (DSL) and ensure compliance with safeguarding policy and regulations is embedded across Crisis, furthering a culture of safeguarding clients, staff, volunteers and supporters. This will include leading internal and external reviews.
- Lead on reviewing, updating, and embedding the organisation’s approach to business continuity ensuring that a relevant up to date policy and plans are in place, tested and followed where relevant.
- Working with the Head of the CEO Office, provide appropriate reporting to the Senior Leadership Team and Trustees on ongoing risk and compliance management, and ensure they stay informed on issues or risks as they arise.
- Working closely with Director of Finance to manage our insurance policies and renewals process, ensuring that all our business needs are appropriately insured and protected
- Ensure that the relevant regulators are notified of compliance breaches and serious incidents within the appropriate frameworks and timescales.
- Work with external organisations and networks to continue to build Crisis knowledge and understanding around best practice, innovation and improvements.

### Governance

- Review, develop and implement robust governance frameworks, policies, and procedures to support effective decision-making and accountability in line with the Charity Governance Code, legislation, regulations and best practice
- Provide advice and guidance on appropriate organisational forms and structures to support strategic delivery

### Compliance and Assurance



- Develop, implement, and maintain a comprehensive compliance program to ensure adherence to all applicable laws, regulations, and sector-specific standards.
- Conduct regular risk assessments and compliance audits to identify potential areas of non-compliance and implement corrective actions.
- Stay updated on changes in relevant laws, regulations, and sector best practices, ensuring policies and procedures are current.
- Provide training and support to staff and volunteers on compliance-related matters to promote a culture of ethical behaviour and compliance (eg annual safeguarding training for Board of Trustees).
- Deliver appropriate processes for gaining assurance on internal processes, including internal audit where applicable
- Oversee the investigation of any reported compliance issues, fraud, or unethical behaviour and implement appropriate corrective actions.

### Risk Management

- Develop and maintain a comprehensive risk management framework to identify, assess, and mitigate risks across the organisation.
- Work with senior management to embed risk management practices into operational processes and decision-making.
- Monitor and report on the charity's risk profile, providing regular updates to senior management and the Board of Trustees.
- Coordinate with external auditors, regulators, and other stakeholders as necessary.

### Person Specification

1. Experience of leading and supporting a cross-organisational governance, compliance and assurance team, including experience of overseeing a range of compliance areas such as safeguarding, fundraising, marketing and data protection.



2. Strong leadership and management skills with the ability to influence and drive change, with a pragmatic and proportionate response to solutions.
3. Demonstratable experience of identifying and delivering continuous improvements to compliance and assurance practices at a cross-organisational level.
4. Experience of developing and managing risk management framework and processes.
5. Knowledge and understanding of the relevant legislation and regulatory framework within which Crisis UK operates.
6. Ability to work independently, with sound judgement to involve management when required.
7. Exceptional communication and interpersonal skills, with the ability to engage and build relationships across a range of stakeholders
8. Experience of engaging and collaborating with senior leaders and managers, providing them with value added input, advice, support and challenge.
9. Commitment to Crisis' purpose and values including equity and social inclusion.