



Head of Secretariat and Legal Services

Reporting to the Chief People Officer & Group Secretary

The Role

- Manage the governance framework and to ensure compliance with relevant legislation, regulation, as well as company secretarial and governance best practice. Including the Building Societies Act, UK Corporate Governance Code and other similar legislative measures relevant to corporate governance, reporting and disclosures;
- Lead the provision of sound, accurate, timely and commercial legal advice to all levels of the Society on all relevant matters, from the internal legal team and external legal advisers;
- Lead on, and direct appointed external legal firm, on the negotiation, drafting and review of commercial agreements as necessary to protect the Society's interests and advance business requirements; to lead on the management of contractual issues, as well as generate and maintain precedent agreements;
- Develop and embed a legal risk framework across the Society to ensure compliance with all required legislation.
- Advise on and oversee the application and development of the Society's policies and procedures, including in relation to lending policy and requirements and the operation of savings accounts
- Under the direction of the Group Secretary, provide a comprehensive secretariat and legal support service including to the Society's Board, Board Committees and Executive Committee. This includes the drafting and review of minutes, Board Committee policies, terms of reference and papers, the Schedule of Matters reserved and similar documentation;
- Lead and manage the AGM, including the preparation of all relevant notices and returns; and review and approval of all AGM communications;
- Assist in the preparation of the Annual Report, including drafting of the governance disclosures and committee reports to ensure compliance with applicable laws and regulation and the Society's culture of transparency;
- Provide secretariat support to the Society's pension trustee board and the Society's charitable foundation;
- To both manage and provide strategic and legal advice in relation to material disputes, complaints and litigation, complaints lodged with the Financial Ombudsman; and gathering evidence and liaising with external counsel where necessary;
- Coordinate and provide legal support (and sign-off where required) in the delivery procurement processes, including RFIs and RFPs;
- Provide guidance (and sign-off where required) on product related legal requirements, particularly existing and future mortgage and savings products, as well as lending and savings activities to ensure that the Society meets business, regulatory and legislative requirements. As well as ensure the Society maintains legally sound, compliant and fair mortgage, savings and product terms and conditions;
- Management of the Legal & Secretariat Services team, including developing and extending the team's knowledge and competence in technical areas.

The skills and experience required are:

- Qualified lawyer / Head of Secretariat or similar role within the Company Secretary function with regulated financial services experience, with a minimum of two years' relevant ;
- Initiative and vision in respect of governance and legal frameworks; a self-starter who brings ideas and innovation to the table;
- A 'hands-on' and proactive approach to include reviewing and negotiating contracts and other legal documents to protect the organisations interests;
- Skilled in producing high quality minutes; and live minuting of meetings;
- A confident stakeholder manager, with the gravitas to effectively communicate and manage third parties (i.e. external law firms and suppliers) and senior internal colleagues;
- Exceptional analytical, issue-spotting and problem-solving skills – demonstrated capability to quickly analyse complex factual situations, evaluate key risk issues and make appropriate decisions;
- Excellent organisational skills with strong attention to detail;
- Strong knowledge of company secretarial, governance and regulatory environment as related to financial services organisations;
- Strong written and verbal communication skills with the ability to liaise persuasively at all levels within the organisation and build and maintain strong relationships with various levels of stakeholders;
- Strong experience in the resolution of business issues and drafting and negotiating complex commercial contracts;
- Effective working knowledge of the legal and governance requirements of charities;
- Track record of operating at senior management level, influencing and building relationships
- Strong ethical standards and the ability to maintain confidentiality;
- Excellent interpersonal skills that are demonstrated by being articulate, direct and forthright, and serving as a collaborative and decisive team member and a strategic thinker with a broad perspective;
- Experience of providing legal advice to all levels of a business;
- Strong technical knowledge of conveyancing procedure, law and associated document drafting;
- Strong technical knowledge and experience of litigation matters, including working knowledge of the Civil Procedure Rules (CPR);
- Experience of delivering AGMs, ensuring all regulatory, legal and governance requirements are met;
- Strong drafting skills in relation to the production or review of documents required to support the Society's conveyancing processes e.g. transfers of equity; deeds of substituted security; sales of land;
- Experience of regulatory reporting regimes and engagement with regulators;
- Experience of RFP and RFI procurement processes;
- Continuing education required to maintain and update knowledge of the law by means of attendance at appropriate training courses etc;
- Proven legal research and interpretation skills;
- Experience of managing and developing teams;

Values, Member Commitments and Leadership Competencies

We take pride in our Values, Member Commitments and Leadership Competencies, as they detail the way we should lead and behave towards both customers and colleagues alike. They are central to our behaviours to ensure that the customer is at the heart of everything that we do:

Our Values

- Be Passionate – make a difference
- Care – do the right thing
- Be Real – authentic & transparent
- Do it Today – be resourceful & work efficiently
- Own It – take responsibility
- Better Together - Collaborate

Member Commitments

- Listen to your ideas to make our products & services right for our members
- Promote our products & services in a clear and balanced way, showing the risks as well as the benefits
- Product rates fairly reflecting the benefit of being a mutual, run for the benefit of members
- Give you time to consider whether the product you have chosen is right for you
- Deliver what we promise and if we get it wrong, take responsibility and explain to you why and how we can put it right
- Commit to acting responsibly and in a sustainable way to support our future members and wider society
- Play an active role in our local communities, working with local community groups, schools & charities.

Leadership Competencies

At the West Brom we support our people to be the best leaders that they can be. By communicating expectations clearly we can identify development needs, address these and in doing so improve individual, team and business performance, thereby supporting our Purpose. This will lead to us all achieving our potential and delivering our best to customers.

LEADING SELF

Personal Impact, Accountability, Self, Initiative, Resilience, Integrity and Development Needs.

LEADING PEOPLE

Motivates Others, Manages Relationships, Is Agile, Makes Decisions, Communicates Effectively, Coaches Others, Delegates & Influences.

LEADING BUSINESS

Managing Risk, Thinking Strategically and Creatively, Using Analysis to Drive Insights, Maintaining Customer Focus and Advocating Change.