

Job Profile

Job details			
Job Title	Assurance Officer		
Section	Corporate		
Report to	Head of Culture and Assurance		
Grade	EVH 7		
Hours of work	21		
Place of work	Ralston House, Cyril Street, Paisley		
Disclosure Level	Basic	Date Reviewed	May 2026

Person Specification			
<u>Education and Experience</u>			
Essential			
• Educated to Degree level or equivalent • Experience of working with Health and Safety including risk assessments and registers			
Desirable			
• Experience of working within or advising those operating within a regulated sector • Experience in the Social Housing Sector • Experience of Business Assurance and/or Risk Management activities			
<u>Knowledge, Skills and Abilities</u>			
Essential			
• Strong experience of building successful working relationships • Experience of providing information to a variety of audiences • Strong communication skills, both written and verbal • Ability to work independently using own initiative and as part of a team • Ability to analyse complex information			
Desirable			
• Strong knowledge of Scottish Housing Sector governance and regulatory requirements • Detailed knowledge and understanding of the organisational benefits of a robust Risk Management Framework			
<u>Values and Attitudes</u>			
Essential			
• Ability to demonstrate empathy with the organisation's values and its community-based ethos • Commitment to continuous improvement and excellence			
<u>Other</u>			
• Ability to meet the practical requirements of the post including flexibility regarding travel and evening meetings • Possession of a full current driving license and access to a car for business use (desirable)			

Job Purpose

The assurance officer will have operational responsibility for the development and maintenance of a robust and effective risk management and assurance framework across WHA. The post holder will work jointly with the Head of Culture and Assurance to develop and maintain a suite of risk registers and control assurance strategies. They will provide support around the oversight and reporting of Business Risk, Assurance and Compliance activities across the organisation.

This role requires attention to detail, an ability to provide considered solutions and involves working collaboratively across all departments as well as providing advice and obtaining assurance across the business.

Core Responsibilities

Assurance

- Support the Head of Culture and Assurance in the oversight and monitoring of actual performance versus the approved annual audit plan.
- Carry out detailed enquiries on cases subject to statutory review proceedings as directed.
- Deal with enquiries, complaints and correspondence from residents and their advocates including solicitors, MPs, MSPs, the ombudsman and other housing providers.
- Support the Head of Culture and Assurance with delivery of wider assurance by ensuring corporate regulatory and statutory compliance is achieved including Health and Safety, Equalities and Human Rights and Net Zero organisational sustainability

Health and Safety

- Co-ordinate the meetings of the Health and Safety working group
- Ensure that new, emerging or escalating risk exposures are discussed and agreed actions implemented by appropriate staff members.
- Manage Health and Safety issues in line with the relevant sections of Health and Safety policies and procedures
- Maintain the suite of Risk assessments ensuring they are accurate and up to date

Governance and Compliance

- Ensure compliance with statutory and regulatory requirements, including supporting the Governance officer with preparing and submitting annual returns (ARC, FCA, OSCAR etc).
- Facilitate Board and Committee meetings, including preparing reports, distributing papers and taking accurate minutes (when required).
- Maintain governance documentation and oversee Board administration – including recruitment and appraisals.
- Contribute to the development and review of governance policies and strategies.
- Attend sector conferences and forums to enhance governance practices.
- Prepare Management Committee papers with the support of the Head of Culture and Assurance in relation to strategic, operational and project risk registers
- Support the Governance Officer in relation to maintaining the Assurance statement and evidence bank.

HR

- Support and provide administrative support for the HR Officer during any periods of leave.

Office management

- As part of the team objective, support the facilities and office management for the organisation including stock orders, management of cleaners and any procurement required.

General

- To attend and, where necessary, represent WHA at meetings with external organisations and individuals, including evening meetings as required.
- To contribute to the general development and wider activities of WHA, as a member of the staff team and to act at all times in the best interests of WHA.
- To ensure compliance with our IT and GDPR policies and retention plans and schedules.