

Recruitment Pack –

Governance Officer

30 hours per week

February 2026



Hello...

Thanks for your interest in this brand new and exciting role.

We're Solo Housing (East Anglia) and whilst we may be small, we are perfectly formed, unique and not afraid to dream big. In short, we are on a mission to make a difference.

Originally established in 1985 as the Campaign for Single Homeless (COSH), we became Solo Housing (East Anglia) in 1996 and are a Registered Provider of Social Housing and a Registered Charity.

Since our inception, we've worked tirelessly alongside trusted partner organisations, including local authorities, fellow registered providers, charities and private landlords. Together, we support single people who are facing homelessness, or at risk of losing their home.

We have a hugely supportive and knowledgeable Board and our ambitions include steady but significant growth, acquiring and building new homes, to expand our capacity to deliver high-quality services to single people in need.

Clearly, we can only make this all possible by employing the very best people. So, if you are an **experienced Governance Officer** and **having read the Role Profile** think your right for the role, then don't delay in submitting your application.

This is a key role within Solo and is integral to supporting our future ambitions, so shrinking violets need not apply!



Andrew Meyer
Chief Executive

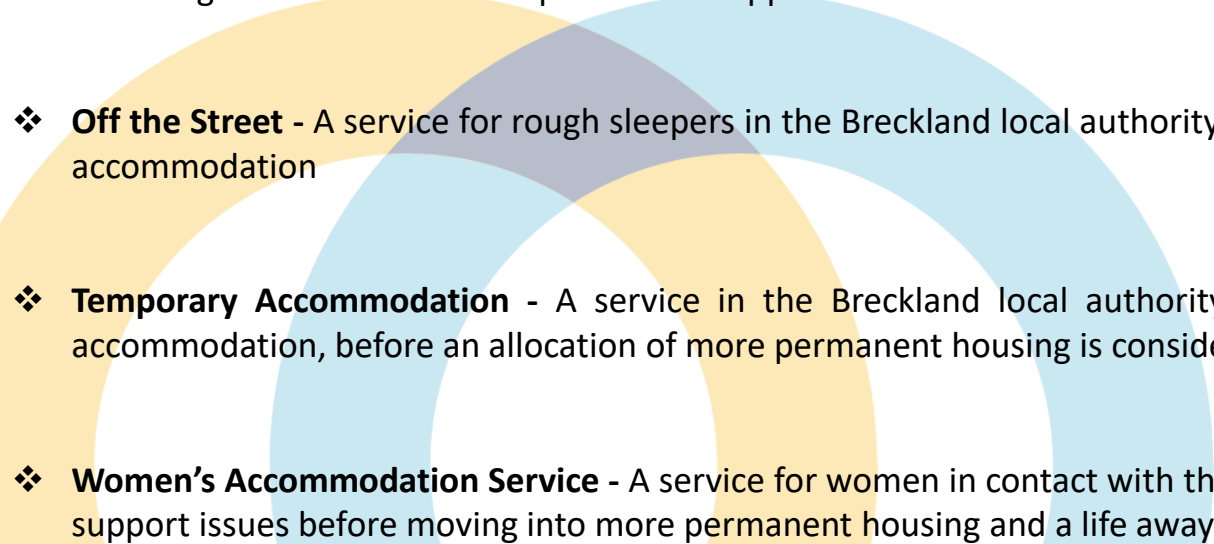
What we do...

We offer practical help and support to single people of all ages throughout East Anglia who are experiencing homelessness, at risk of losing their home, or simply wanting some support.

We understand that everyone's situation is different and that's why we provide a range of tailored services:

- ❖ **SoloConnect** - This innovative program matches people with spare rooms to those seeking affordable housing. The benefits are mutual, providing landlords with a tax-free income, while fostering companionship and household support
- ❖ **Supported Housing Accommodation** - Temporary housing solutions, spanning up to 2 years, focused on equipping individuals with the skills needed to sustain long-term accommodation. We offer single occupancy, shared living and hostel options, all backed by the unwavering support of Solo colleagues
- ❖ **General Needs Accommodation** - Low-cost, self-contained single-person housing serving as a crucial steppingstone for people transitioning from Supported Housing

What we do cont...

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- ❖ **Accommodation Access and Assertive Outreach** - Triage assessments and support to people to access accommodation in the Breckland, Broadland and South Norfolk local authority areas. This service includes assertive outreach, supporting single people at risk of losing their accommodation, or those not accessing wider homelessness prevention support
 - ❖ **Off the Street** - A service for rough sleepers in the Breckland local authority area who are supported to resettle into either supported, or more permanent accommodation
 - ❖ **Temporary Accommodation** - A service in the Breckland local authority area of shared accommodation for single people who require temporary accommodation, before an allocation of more permanent housing is considered
 - ❖ **Women's Accommodation Service** - A service for women in contact with the criminal justice sector on their release from prison, helping them address key support issues before moving into more permanent housing and a life away from crime

Our offer as an employer...

We are driven by our commitment to making a difference to the lives of others and this extraordinary mission, is made possible by our exceptional team and we believe that attracting and retaining the very best talent, is key to our continued success.

In return for your hard work and dedication, you can expect:

- ❖ **Competitive Salary:** A starting salary of 40,632 pro rata pa
- ❖ **Generous Leave:** 28 days annual leave, in addition to bank holidays pro rata
- ❖ **Pension Contributions:** 6% employer pension contribution with a 2% contribution from you
- ❖ **Health Cash Plan and 3 x Annual Salary Life Assurance:** To look after yourself and your family
- ❖ **Flexible Working:** A Hub | Home | Roam approach allowing for flexibility in your working practices
- ❖ **Training and Technology:** Access to the right technology and training to excel in your role and continue your professional development
- ❖ **Supportive and Fun Culture:** A culture of support and inclusion, where every voice is valued and everyone can be their true selves. We want our people to enjoy their jobs and to have fun!

The detail...

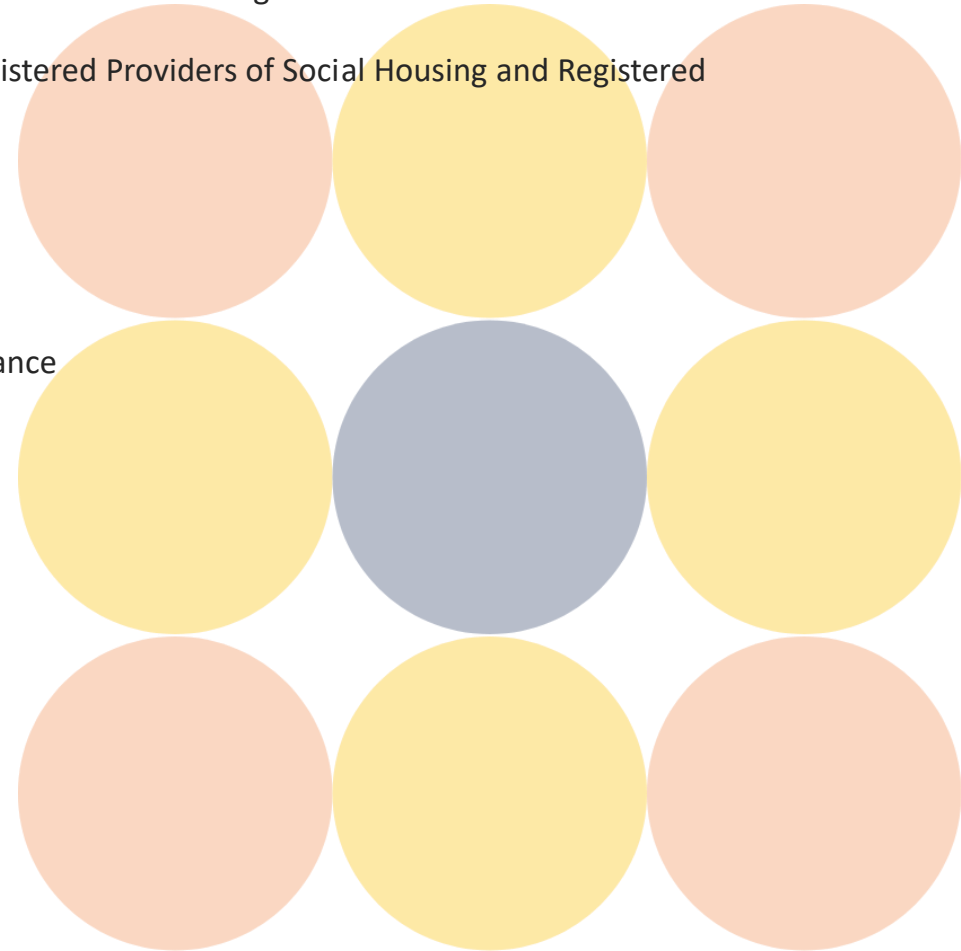
About the role:

This is a brand-new role and the person in it, will be expected to use their highly developed skills, experience and pragmatism to set up and lead on all thing's governance.

The postholder will report directly to the Chief Executive and will be based at our Head Office Hub in Bury St Edmunds.

The right person will meet this ESSENTIAL criteria:

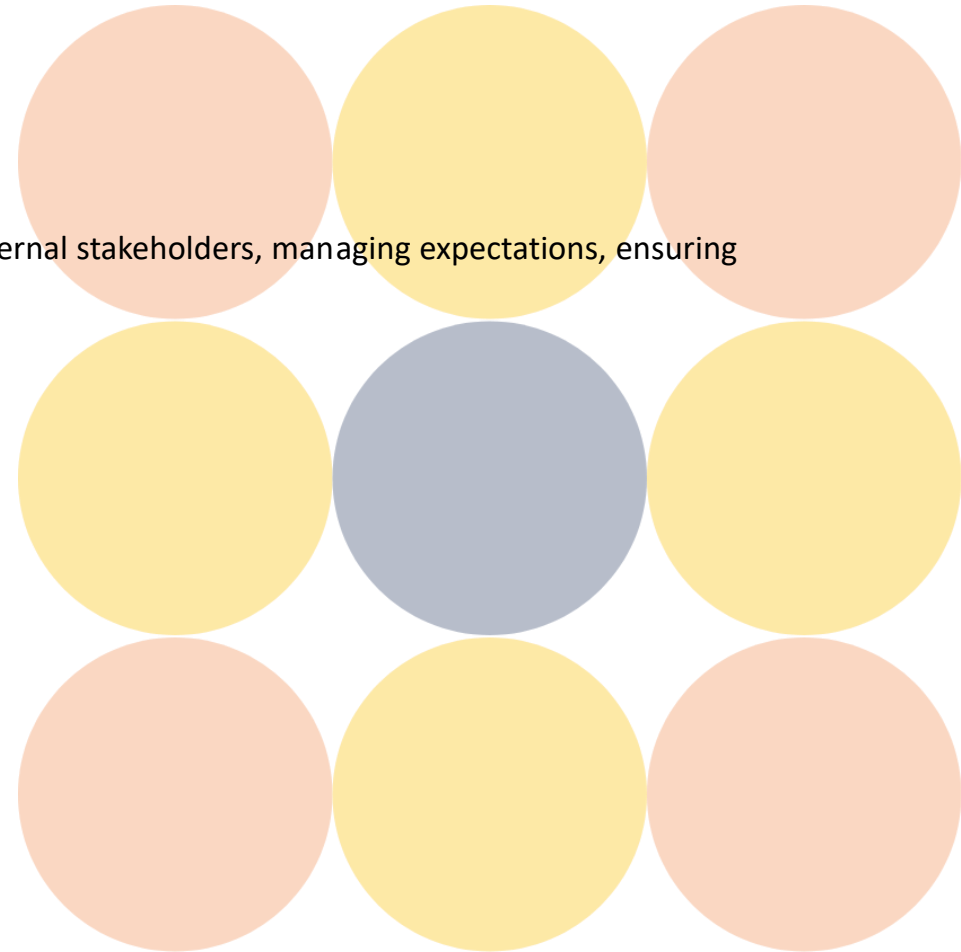
- ❖ At least three years demonstrable experience of being a Governance Officer ideally within a housing association setting
- ❖ Excellent working knowledge of organisational governance principles and practice, in relation to Registered Providers of Social Housing and Registered Charities, or similar setting
- ❖ Knowledge and application of the Regulator of Social Housings Consumer Standards
- ❖ Knowledge of the Housing Ombudsman Complaints Code
- ❖ A highly professional and transparent approach to supporting and challenging on matters of governance
- ❖ Experience of and confidence working with Executive Teams and Non-Executive Directors
- ❖ Experience of developing robust, yet straightforward policies
- ❖ Ability to produce high-quality, accurate minutes and reports
- ❖ Ability to make good decisions and solve problems
- ❖ High levels of organisational skills and the ability to improve ways of working
- ❖ Very high level of competency in using standard software packages (including Microsoft 365)



The detail...

The right person will cont....

- ❖ The ability to quickly interpret and translate data
- ❖ Able to maintain confidentiality at all times
- ❖ High levels of emotional intelligence
- ❖ Experience of delivering successful outcomes in a busy and varied environment
- ❖ Ability to prioritise own workload and ensure deadlines are met
- ❖ Ability to work as part of a team as well as independently with minimal supervision
- ❖ Excellent interpersonal skills and the ability to communicate with a diverse range of internal and external stakeholders, managing expectations, ensuring honesty and maintaining the integrity of Solo at all times
- ❖ Ability to think about the bigger picture and make key links across all parts of the business
- ❖ High level of understanding equality, diversity and inclusion issues within a social housing setting
- ❖ A high level of knowledge of maintaining Professional Boundaries
- ❖ Able to learn and use in house systems
- ❖ Holder of a full UK driving licence with unrestricted access to a suitable vehicle for work use
- ❖ Able to successfully pass and maintain an Enhanced DBS check
- ❖ Willing to embrace professional training as required to fulfil the role

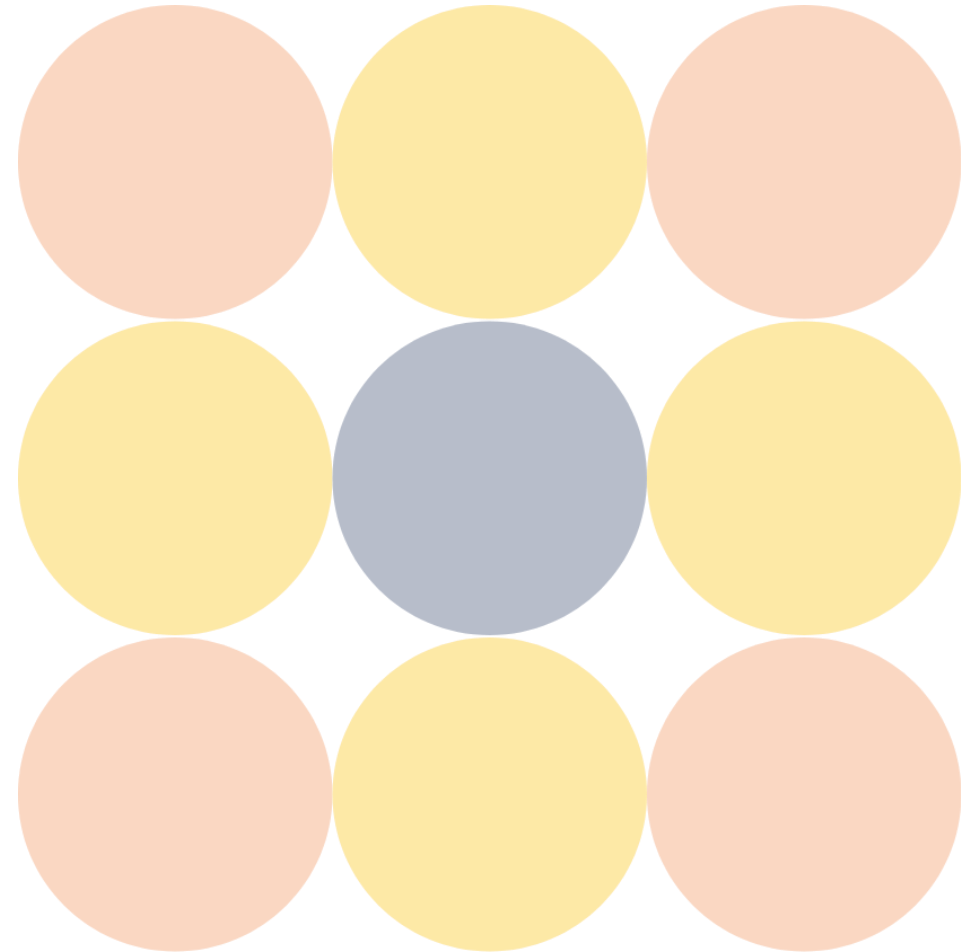


The detail...

The right person will cont....

May also meet these DESIRABLE criteria:

- ❖ Professional governance qualification
- ❖ Experience of using meeting pack production software
- ❖ Experience of developing and managing Risk Registers
- ❖ Experience of safeguarding either as a manager or practitioner



How to apply...

We really value quality and high standards, so applications received without the following will not be considered, so please do take the time to showcase your best self.

To get the very best people, we want to hear their authentic voice and not just see an ability to reel off point after point from a role profile.

To apply and bearing in mind you will already be an experienced Governance Officer, please send to **hello@solohousing.org**:

- ❖ Your full and detailed CV
- ❖ A supporting statement outlining how you meet the criteria for the role, along with telling us why you for this role and what you would bring to Solo.

Closing Date:

Midnight, Sunday 29 March 2026

(We reserve the right to close this advert early should a suitable candidate be identified)

Interviews:

Wednesday 1 April 2026 in person in Bury St Edmunds