

CAMPBELL
TICKELL

heylo

Governance Manager

Recruitment Pack

October 2025

Your application

Thank you very much for your interest in this Governance Manager post at Heylo Housing. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

You will no doubt do your own due diligence but do read this pack carefully as it will provide you with an overview of the organisation and role. After you have done that, please feel free to get in touch with me, so that we can talk through your offer and get a sense of how that aligns to what Heylo Housing is seeking.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/most recent roles (you can sum up earlier roles, say before the last 15 years), tell us about your achievements so we get a picture of your skills and experience, and try to keep it to two pages or three at most;
- A personal statement. We want to hear about your motivation, why this role/ organisation, and you will also want to evidence how relevant your offer is by highlighting your key governance and regulatory experience/achievements; and
- The declaration form, which is accessible via the role page on our website and includes space to indicate if you cannot attend any of the interview dates.

Please submit your completed application documents using the online form, which is accessible via our jobs page: www.campbelltickell.com/jobs. You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call 020 3434 0990.

The role closes at 9am, Tuesday 28th October 2025. Please ensure we receive your application in good time.

Do call me if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards,

Sewa Adebayo

Recruitment Consultant, Campbell Tickell
07508997839

Contents

Welcome Letter	4
About Heylo Housing	5
Mission and values	6
Role Profile	7
Person specification	9
Organisational Structure	11
Key terms and conditions	12
Key dates and the selection process	13
The media advertisement	14

Welcome Letter

Dear Applicant,

Thank you for your interest in the Governance Manager role Heylo Housing. I hope that this recruitment pack will spur your interest to make a formal application.

The Heylo Group was established in 2014 with the dual ambition of providing greater access to affordable home ownership and providing an inflation-linked return for institutional and private investors, secured against residential property assets. Growing to become one of the UK's leading shared ownership providers, with over 10,000 shared ownership properties in over 250 local authorities across England, Heylo works in partnership with national, regional, and local housebuilders, as well as local authorities, estate agents and wider stakeholders to deliver affordable homes. Heylo is a dynamic, entrepreneurial, and well-run group business.

We operate in a challenging sector and for the past 24 months or so, the HHRP Board and executive management team have been working hard towards achieving compliance with the Regulator of Social Housing's Governance & Viability Standard, including progressing a restructure of the HHGL Group. We have made tremendous progress in this area to date which we are very happy with, and we feel we are now taking some of the final steps to achieve a compliant rating.

At the same time, the day-to-day functioning of good governance in our organisation continues and we are excited to be seeking a new Governance Manager who will lead operationally on the governance function at Heylo Housing.

The role will be wide ranging, including drafting and contributing to Board/Committee papers, policies and procedures, meeting agendas, self-assessments and internal assurance documentation. You will also be responsible for coordinating and arranging Committee and Board meetings, ensuring that accurate papers are collated and distributed, and accurate minutes and records kept. This post plays an integral part in supporting the organisation's purpose, and we seek a new colleague who shares our commitment *to help aspiring homeowners to find a place to call home* by ensuring that Heylo operates to the highest governance standards.

We are a fast-growing company with the vision to become the largest, most respected, most profitable private part buy-part rent landlord in the UK and beyond. If you are as motivated by that ambition as we are, then I'd love to hear from you.

We look forward to receiving your application.

Yours sincerely,

Simon Leighton

Simon Leighton
Director of Governance and General Counsel (Interim)

About Heylo Housing

Launched in 2014, Heylo's long-dated horizon funding model has created one of the largest home ownership programmes in the UK. With over 10,000 Shared Ownership properties, offering a number of different routes to make home ownership possible. Heylo's mission is to provide the highest standards of service for our continually growing pool of new house buyers. We operate in over 250 Local Authorities, meaning we are able to offer Shared Ownership opportunities across England

Our aim is to make housing across the UK more affordable and accessible for aspiring homeowners. The team have acquired more than 10,000 Shared Ownership properties throughout the UK and continue to expand the Shared Ownership housing stock with our ever-evolving pipeline of new developments.

Heylo are committed to acting with integrity in all our relationships, including those with prospective home buyers, whom we resolve to always treat fairly, as well as regulators and housebuilders. Everything we do is transparent and compliant with our regulatory obligations and Heylo does not dividend from the investment vehicles with the long- dated lenders, instead Heylo invests in more affordable homes opportunities.

We are always striving to improve our service levels through active listening, so customer satisfaction is our top priority. We have a 4.5 Star Trustpilot review. We achieve the highest levels of customer satisfaction through implementing stakeholder feedback into our offering. This is what inspires us to reach our ambitious but achievable goal of becoming the largest and most respected private Shared Ownership landlord in Europe.

Further information and our team

- Our Executive Leadership Team can be viewed [here](#)
- The HHGL Board can be viewed [here](#)
- The HHRP Board can be viewed [here](#)
- Annual Customer Report 2024 can be viewed [here](#)
- For more information on governance at Heylo, see [here](#)
- For further details about Heylo you can visit our website [here](#)

Mission & Values

Our Purpose

Heylo helps aspiring homeowners and renters find a place to call home.



Our Mission

Passion for the highest quality service to more and more customers, dedication to working in partnership with housing suppliers successfully and commitment to acting with integrity.



Our Vision

To be a leading privately owned residential provider in the UK with a reputation as the most respected and customer-centric.



Role profile

Reports to: Director of Governance and General Counsel

Responsible for: Governance Officer

Role Purpose

The Governance Manager supports the Director of Governance and the currently outsourced Company Secretary to ensure that the group maintains a strong governance environment, meeting its statutory and regulatory obligations in relation to corporate governance and regulatory compliance. On a day-to-day basis, the role will lead the governance function. The role will be wide-ranging, including drafting and contributing to Board/Committee papers, policies and procedures, meeting agendas, self-assessments and internal assurance documentation.

The role is also responsible for coordinating and arranging Committee and Board meetings, ensuring that accurate papers are collated and distributed, and accurate minutes and records are kept. The Governance Manager will also provide Executive Support to the Directors (and Senior Management Team). The role will be assisted by a Governance Officer, in respect of whom you will support the Director of Governance in the training, development, and day-to-day coordination.

The ideal candidate must have a critical mindset with strong attention to detail, excellent communication skills, as well as championing the culture, values and behaviours of the Heylo group.

Key Responsibilities and Accountabilities

1. Work collaboratively with colleagues or external advisors in supporting the Director of Governance to ensure legal and regulatory compliance at all times, providing assurance to the Board of same. Maintain performance reporting structures for all activity and ensure regular reporting routines are maintained.
2. Support the Director of Governance and day to day lead in implementing best practice governance and assurance structures, standards and development processes for the Heylo group as a whole, including administration, development and support all governance bodies and mechanisms.
3. Support work to research and provide reports and guidance on regulatory and governance standards to the Executive Directors, Committees and Boards, advising on all governance issues to ensure absolute compliance with legal and regulatory requirements.
4. Provide a range of services to support the operation of the Group Boards, Committees, and management meetings, including but not limited to arranging and minuting meetings, events or away days, co-ordinating and distributing meeting or other papers, preparing, and maintaining forward calendars and information management for the Governance Team.
5. Monitor outstanding actions in relation to all elements of the governance and assurance business functions and activities, and report to the Executive Directors, Committees and Boards as appropriate.
6. Manage and maintain compliance, contract, statutory or other registers, ensuring that they are updated as and when submissions are made, diarising due dates for relevant returns, and producing reports on activities captured as required.

7. Undertake the organisation and management of all signing of documentation across the group working with external solicitors or other third parties as required.
8. Manage, maintain, and develop the chosen electronic Board portal for all meetings.
9. Assist the Boards and Committees to ensure that the decision-making process is underpinned by robust compliant and transparent governance administration.
10. Provide administrative support and guidance to the Board Directors and Executive Management team.
11. Support regular self-assessments against the Regulator of Social Housing's Regulatory Standards, and against the Group's adopted UK Code of Governance
12. Support statutory filing arrangements and the completion of annual returns to the Regulator of Social Housing
13. Provide administrative support to Group Data Protection activities and processes, ensuring that we are Data Protection Act / GDPR compliant, and that colleagues are aware at all times of their responsibilities.
14. Support the corporate governance structure and decision-making framework to ensure all necessary information is provided in a timely manner and accurate files and records are maintained.
15. Ensure detailed and accurate record keeping and assist in the preparation for In Depth Assessments
16. Draft, review and assist in the creation of companywide policies and the chosen code of governance to ensure they are fit for purpose, updating as necessary. Set and maintain review cycle of all policies.
17. Support with Board recruitment, induction, training, skills assessments and appraisals.
18. Undertake projects and specific pieces of work as directed by the Director of Governance or Executive Directors including research analysis and report writing.
19. Keep up to date with external developments in relation to governance and compliance.
20. Build constructive working relationships and rapport with board and committee members managers and staff.
21. Support the MLRO and business in compliance with related regulatory and statutory responsibilities.

Person specification

1. Experience and knowledge

- Experience in the affordable housing sector (or similarly regulated sector) supporting regulatory and compliance activities
- Excellent communication and interpersonal skills
- Excellent organisational and time management abilities
- Excellent grammatical and administration skills and attention to detail, highly efficient in the preparation of documentation and minute taking transcription.
- Strong multitasking skills and the ability to prioritise conflicting deadlines and varied workload while working under pressure.
- Experience of being able to ensure compliance with the company policies, procedures, and objectives in carrying out the role.
- Experience of working with online governance management portals or similar

2. Skills and abilities

- Able to relate to and work collaboratively with a wide range of people including senior colleagues and Board/Committee members.
- Able to work independently on own initiative with limited day-to-day supervision.
- Strong IT skills to include Microsoft Office and Teams
- Discreet and confidential at all times, able to deal with sensitive information in a professional manner
- Able to adopt a flexible approach to meet business needs with evening meetings or events and occasional weekend commitments.

3. Standard Responsibilities

- Adopt and comply with Heylo values, policies and procedures, and regulatory frameworks.
- No role profile can cover every issue that may arise within the post at various times.
- The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described. Duties may be changed, after discussion, to suit the operational requirements of heylo.

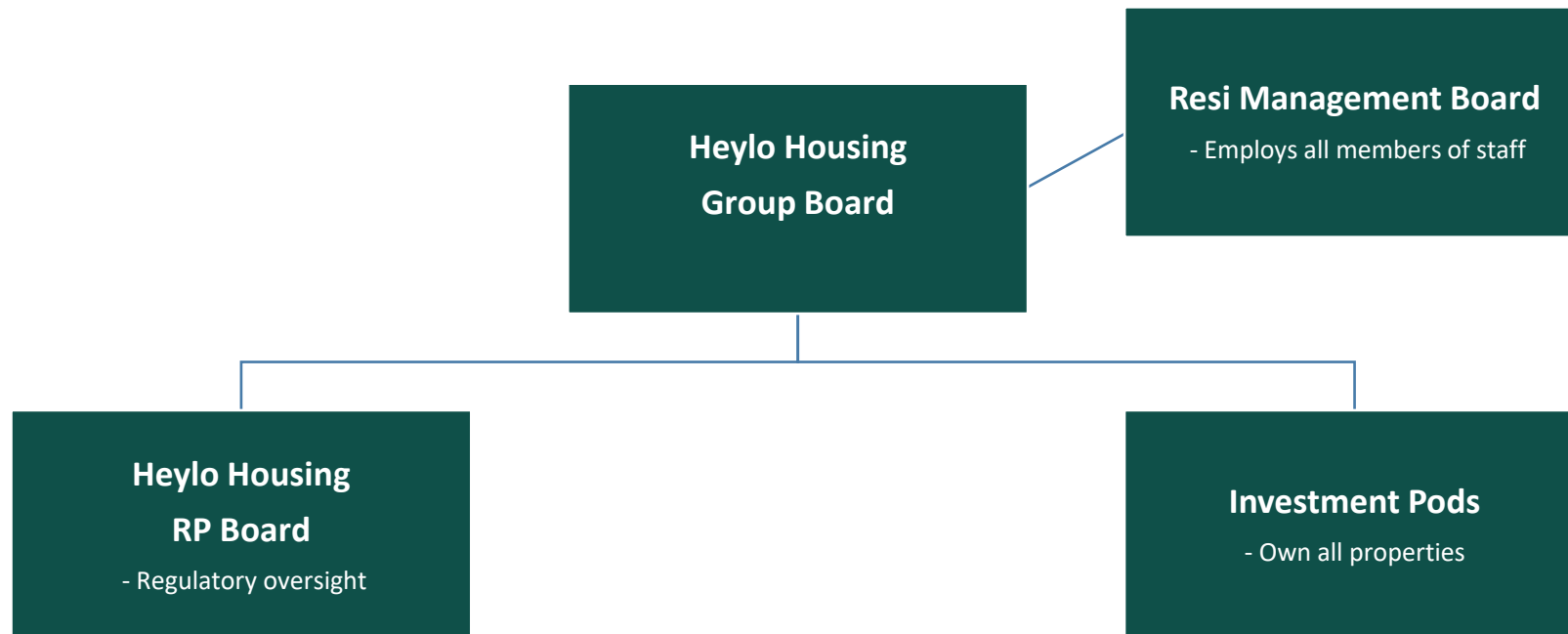
4. Organisational Competencies

We want to make Heylo a great place to work and a great organisation that really delivers for its customers. Our values guide how we work, every day. Everyone within the organisation is expected to demonstrate the following:

- **Innovation** – We will always be striving to improve the quality of our execution to improve our service to our customers and our returns for our business.
- **Results focused** – We enjoy providing affordable housing for highly satisfied customers leading to dynamic growth and sustainable profitability for our business.
- **Collaboration** – We work together as a team and communicate effectively with our partners, customers, and stakeholders.
- **Integrity** – We will act with honesty and aim to meet the highest ethical standards in our dealings with our colleagues, customers, and stakeholders and in full compliance with our regulatory obligations.
- **Respect** – We support each other and value the contribution and ideas of others.

The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described. Duties may be changed, after discussion, to suit the operational requirements of Heylo.

Board Organisational Structure



Key terms and conditions

Remuneration

Highly competitive, dependent upon experience.

Additional benefits

We offer a range of benefits for our employees including optional life assurance and critical illness cover; subsidised gym membership; subsidised lunch contribution; Employee Assistance Programme; volunteering leave; and a cycle to work scheme.

Annual holiday entitlement

You'll be entitled to 25 days annual leave plus Bank Holidays.

Working hours and location

Normal hours of work are 39 hours per week.

The business operates on a hybrid home/office arrangement depending on business needs.

We have offices in Leeds and London, and we are open to the role being based at either of these. Our Leeds Office is on St Paul's Street, Leeds, LS1 2TE. Our London office is at Chelsea Harbour, London SW10 0XF.

Occasional travel will be required to fulfil the requirements of the role.

Probation and notice period

The probation period is three months. Notice period thereafter is three months.

Key dates and the selection process

Closing date: Tuesday 28th October at 9am*

** We will be reviewing applications on an ongoing basis. Please note that we may close the role early if a suitable candidate is found before the stated close date.*

Interview with Heylo Panel: Tuesday 4th November 2025 OR Thursday 6th November 2025 (morning)*

Interviews will be held virtually via MS Teams, led by the Director of Governance and General Counsel (Interim), Simon Leighton

Office visit:

The preferred candidate will be invited to attend the office to meet team members in person prior to final offer and acceptance of the role.

If you are unable to attend on any of the identified dates for interviews, please do speak to Campbell Tickell before making an application.



Governance Manager

£ Highly competitive | Leeds or London | Hybrid

Launched in 2014, heylo's long-dated horizon funding model has created one of the largest home ownership programmes in the UK. With over 10,000 Shared Ownership properties and offering a number of different routes to make home ownership possible, we operate across 250 Local authorities allowing us to offer housing opportunities across the breadth of England.

Our mission is to provide the highest standards of service for our continually growing pool of new house buyers and we are ambitious with objectives to make housing across the UK more affordable and accessible for aspiring homeowners.

We seek a new Governance Manager to join our growing organisation and lead on the day-to-day governance of the business, supporting legal and regulatory compliance. You will bring relevant governance experience gained in the social housing sector including working with Boards, the readiness and enthusiasm to get to grips with our existing systems and processes at speed, as well as the initiative to suggest and deliver improvements where they can be found.

We are a small but fast moving and dynamic team leading a rapidly growing organisation. If you have an entrepreneurial spirit and an eagerness to contribute to an organisation delivering on an ambitious social mission, then we'd love to hear from you.

Contact Sewa Adebayo at Sewa.Adebayo@campbelltickell.com to arrange a conversation. You can download a job pack at www.campbelltickell.com/jobs/

Closing date | Tuesday 28th October at 9am

We will be reviewing applications on an ongoing basis. Please note that we may close the role early if a suitable candidate is found before the stated close date.

CAMPBELL
TICKELL

CAMPBELL TICKELL

Telephone 020 8830 6777
Recruitment 020 3434 0990

info@campbelltickell.com
www.campbelltickell.com
[@CampbellTickel1](#)