



ST JOHN'S
FOUNDATION EST. 1174

HEAD OF RISK AND COMPLIANCE CANDIDATE RECRUITMENT PACK

Contact our recruiter, Jack Hitching, from Taylor Root on
jackhitching@taylorroot.com
to find out how to apply.



A WARM WELCOME FROM OUR CEO, CATHARINE BROWN

This is a pivotal moment for St John's Foundation - you'll be joining us at an exciting time.

We're an organisation with more than 850 years of history, but what matters most right now is where we're going next. We're creating new almshouses, welcoming more people into safe, affordable homes, and strengthening our role as a leader in our sector. At the same time, we're investing in how we work - improving our systems, sharpening our operations, and making sure we're set up to deliver well, now and for the long term.

We're also on the move. Come April 2026, our team will be based in new offices at 1 Queen Square - a building that reflects who we are today: purposeful, ambitious and rooted in community.

We're looking for people who want to help shape what comes next at St John's. We're looking for colleagues who bring ideas, energy and care; people who are prepared to challenge how things are done, while staying grounded in what really matters.

Our values guide everything we do. Trust - in each other, and in the people we support. Courage - to make difficult decisions, try new approaches and keep improving. Kindness - because how we work matters just as much as what we achieve.

If you want to be part of an organisation that is proud of its past but firmly focused on the future - and where your work will make a real difference - we'd love to hear from you.

**Catharine Brown, Chief Executive
St John's Foundation**



ABOUT ST JOHN'S FOUNDATION

For over 850 years, St John's Foundation has been changing people's lives, for good. As one of the UK's oldest charities, we are proud to serve Bath and the surrounding area.

At the heart of our work is our almshouse community, where we provide housing for older adults in need. Alongside this, we run outreach services that help older adults in Bath and North East Somerset to live independently for longer.

With the expertise and resources we have built over centuries, we are now able to support even more of our community, which is why we offer direct help to people of all ages facing financial crisis. Our Crisis Programme provides people with essential needs, such as beds, white goods, furniture, counselling, debt support and basic employment skills and training.

Every aspect of our work is built upon our values of trust, kindness, and courage, and inspired by our purpose: to change lives. For good. It's a long-term strategy, but we're unwavering. After all, we've been around for over 850 years.



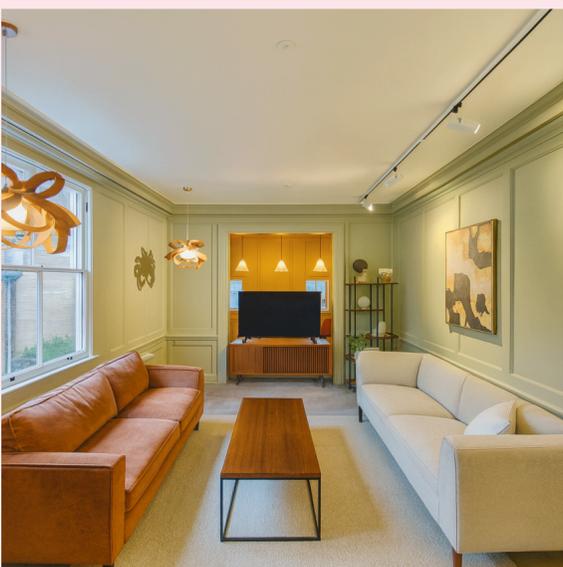
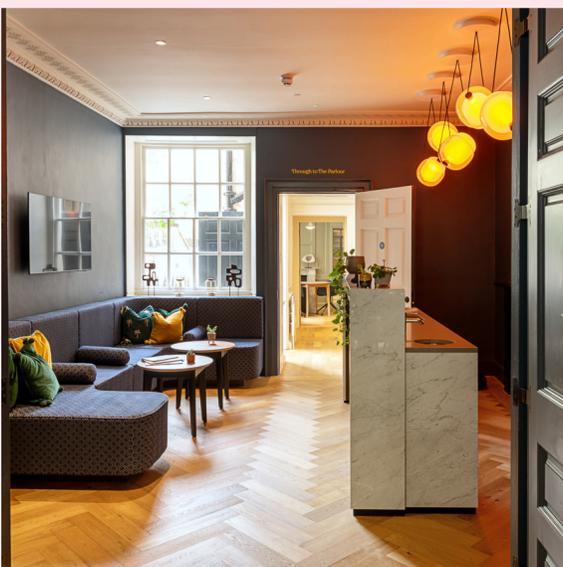
MOVING TO 1 QUEEN SQUARE

In 2026, St John's staff will move into the top two floors of 1 Queen Square. Refurbished in 2022 by the Charity's Trading Company, the House of St John's was created as a flexible, welcoming space for people to work, meet and celebrate. The building is home to co-working and dedicated desks, meeting rooms, event spaces and a relaxed members' bar. Thoughtful touches - including showers with complimentary toiletries, Dyson hairdryers and access to a courtyard garden - make it a place designed around people, not just desks.

Because of the building's character and setting, the House also hosts intimate wedding ceremonies on Saturdays, offering couples a historic yet contemporary space in the heart of the city.

As part of the move, St John's staff will be based on the top two floors, while the lower three floors will continue to operate as the House of St John's for members, clients and events. This ensures the building continues to thrive as a shared, purposeful space. The move is about more than a change of address. Relocating to Queen Square allows us to give up our existing offices, freeing up space to invest in new almshouses and welcome more older people into safe, affordable homes. It's a practical decision that directly supports our charitable mission.

Being based at 1 Queen Square reflects who we are today - ambitious, rooted in community, and focused on using our assets in the best possible way to support people across Bath.



JOB DESCRIPTION

Location: Bath (Minimum of 4 days in the office)

Hours of Work: Full-time 35 hours per week, Monday–Friday

Reports to: Director of Finance

Responsible for: Risk and Compliance Manager and Risk and Compliance Officer

Contract: Permanent

Role Purpose

The Head of Risk and Compliance will play a critical role in ensuring that St John's Foundation operates effectively, transparently, and in line with all legal and regulatory requirements. This is a senior leadership role, responsible for safeguarding the charity's integrity, managing risk, and promoting excellent governance across the organisation.

Under the overall direction of the Director of Finance, the Head of Risk and Compliance will ensure charity operations comply with organisational policies and procedures, regulatory compliance, and risk management approaches, which support best practice and facilitate efficient and effective functioning of the Executive and Senior Management Team.

Key Responsibilities

Operational Governance:

- Work in partnership with the Board Governance Secretary to implement and monitor the Assurance Framework and its policies.
- Ensure the Board of Trustees is supported with accurate, timely, and relevant information and reporting, for effective decision-making.
- Design and embed robust operational governance and reporting of regulatory compliance to the Executive team, identifying trends and providing recommendations for action.
- Promote a culture of accountability, transparency, and ethical practice across the organisation.

Risk Management:

- Create, implement and maintain the charity's Risk Management Policy and Framework, including risk registers and mitigation plans.
- Identify, assess, and monitor operational, financial, reputational, and strategic risks.
- Work with the Executive and Senior Management Team to embed risk awareness into decision-making and planning, including the design and delivery of risk management training.
- Ensure appropriate internal controls are in place to safeguard the charity's assets and reputation.
- Continuously review systems of risk reporting and monitoring through departmental and organisational risk registers.
- Work closely with the Executive team and Senior Management Team to provide quarterly assessment of operational risk.
- Liaise with the Board Governance Secretary to provide reporting on strategic risks for the Board.

Compliance and Assurance:

- Oversee compliance with relevant legal, regulatory, and statutory requirements.
- Lead internal audits and reviews, ensuring findings are addressed promptly and embedded.
- Support the organisation's external audits and inspections as required.
- Create and maintain standard operating procedures to ensure effective operations are in place to comply with organisational policies
- Lead on and responsible for policy governance, including: the reporting and monitoring of compliance with organisational policies and procedures across all departments; effective implementation of the Policy on Policies; maintenance of the Charity's Policy Index

Complaints/Compliments and Freedom of information requests

- Deliver an effective complaints policy and procedure, primarily for residents, and be first point of investigation on any matter of complaint.

Data and Information management

- Ensure compliance with information management procedures to ensure data and records (electronic and hard copy) are stored effectively and can be easily accessed.
- Be responsible for efficient archiving of data and information, including our historical archives.
- Ensure compliance with GDPR requirements and policies and, if required, manage the relationship and contract with outsourced Data Protection Officer (DPO) provider
- Lead on Information architecture projects including the effective and compliant use of Generative Artificial Intelligence.

Leadership and Collaboration:

- Act as a trusted advisor to the Executive and Senior Management Team on governance and risk matters.
- Champion a proactive risk and compliance culture across the organisation.
- Develop and deliver training and guidance for staff and trustees on governance and risk issues.
- Collaborate across teams to integrate governance and risk management into operational planning and service delivery.

Health and Safety responsibilities

- Observe and keep aware of Health and Safety documentation and procedures in line with our policies.
- Support the Estates Team in providing assurance reports to Executive and Board on Health and Safety regulatory compliance and risk issues.
- Complete identified training as required.

Safeguarding Responsibilities

- Demonstrate a commitment to promoting, and complying with our policies on, the safeguarding of any vulnerable adults.
- Complete Safeguarding training as required.

Equity, Diversity and Inclusion Responsibilities

- Demonstrate a commitment to positively promoting, and complying with our policies on, equity, diversity and inclusion.
- Complete equity, diversity and inclusion training as required.

General responsibilities

- Actively participate in the Appraisal system.
- Participate in developments including internal and external meetings and training programmes relevant to the performance and execution of the role.
- Ensure compliance with all policies, procedures and regulations.
- Embed our values of trust, kindness, and courage.
- Undertake any other responsibilities commensurate with role.

Person Specification

Qualifications

- Level 5 Qualification (or equivalent experience)
- Governance, Risk and Compliance qualification

Professional Development

- Demonstrate a willingness to undertake training and development, and skills updating, as necessary.

Experience

Proven experience in governance, risk management, or compliance, ideally within the charity or not-for-profit sector.

Experience of:

- Successfully developing and implementing risk management strategies and frameworks.
- Writing reports on behalf of Executives
- Designing and delivering training

Knowledge

- Strong understanding of charity law, regulatory frameworks, and best practice governance standards.
- Proficient and confident computer user – including Microsoft Office.
- Understanding of GDPR / FOI / DP requirements and policies (Desirable)

Skills and qualities

- Excellent attention to detail.
- Excellent strategic thinking and analytical skills.

- High integrity, with a commitment to the values and mission of St John's Foundation.
- Ability to work independently, manage multiple priorities, and drive change.
- Demonstrate an ability to be self-directed with initiative to solve problems without supervision.
- Demonstrate an ability to work as part of a team and to develop and sustain good working relationships with internal and external customers.
- Proven highly developed communication skills both oral and written
- Project management skills (Desirable)

HOW TO APPLY



Contact our recruiter, Jack Hitching from Taylor Root on jackhitching@taylorroot.com to find out how to apply.

BENEFITS AT ST JOHN'S



Cycle to Work Scheme

We're proud to offer a Cycle to Work Scheme through BHN Extras, helping you save on bicycles and accessories while supporting healthy, sustainable travel. This salary sacrifice scheme allows you to spread the cost of a bike and equipment tax-efficiently, making commuting cheaper and greener.



Home & Tech Scheme

Get the gear you want for home or work with our Home & Tech Scheme from BHN Extras. Choose from a wide range of tech, furniture and more — all available through a salary sacrifice arrangement that can save you money on everyday essentials.



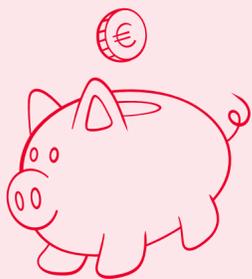
Private Medical Insurance

Your health matters — that's why we provide comprehensive Private Medical Insurance with BUPA. This benefit supports quicker access to medical specialists, diagnostics, and treatment when you need it most, giving you peace of mind and better control over your care.



Life Assurance (3× Annual Salary)

We support your loved ones if the unexpected happens. Our Life Assurance benefit, provided by AIG, pays out a lump sum of three times your annual salary, helping to protect your family's financial future.



Salary Sacrifice Pension Scheme (10% Employer Contribution)

Plan for tomorrow with confidence. Our pension scheme, provided by Aviva, includes a generous 10% employer contribution via salary sacrifice — giving you a tax-efficient way to build your retirement savings and benefit from long-term financial security.



Employee Assistance Programme (EAP)

Life can be unpredictable — and support should be too. Through BUPA's Employee Assistance Programme, you and your household members can access confidential wellbeing services, including counselling, advice and resources for everyday challenges.



33 Days Annual Leave (Inclusive of Bank Holidays)

We recognise the importance of work-life balance. All employees receive 33 days of annual leave, inclusive of UK Bank Holidays, so you have plenty of time to rest, recharge and enjoy life outside of work.



**REGISTERED CHARITY 201476
ST JOHN'S FOUNDATION EST.1174
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PATRON: HER MAJESTY THE QUEEN**