

## **South Bank Housing Co-op**

### **South Bank Co-op – Chief Officer Job Description and Person Specification**

Reporting to: South Bank Co-op Management Committee Chair  
Location: Hybrid (on site/home working)  
Salary range: £65-75k (pro rata)  
Status: Part time – 0.5-0.8FTE depending on candidate preference

#### **Background**

South Bank Co-op (SBC) owns 164 houses and flats in central London adjoining the Thames and is a key part of the Coin Street community family. SBC is a “fully mutual” housing co-operative which means that all its tenants are members of the co-op, and they annually elect the co-op’s management committee – currently consisting of 12 members. SBC subscribes to the internationally defined co-operative values and principles, particularly seeking to involve its members in decision-making in the co-op.

SBC is a Registered Provider housing co-operative meaning that it complies with Regulatory Standards set by the Regulator of Social Housing. With over 200 shareholding members, South Bank is a comparatively large housing co-op. Its members are housed in the homes that the co-op owns and manages.

South Bank Co-op is a newly formed entity, bringing together four previous co-operatives on the same site into one stronger and more unified collective. SBC has previously been supported by Coin Street Community Builders who helped to found the co-op, but in establishing this new entity members are keen to employ their own staff. This is clearly a big and exciting step for the co-op and interest is sought for the co-op’s posts from applicants who are enthusiastic and committed to both the co-operative ethos and supporting members through a dynamic period of change.

#### **Purpose**

The purpose of the Chief Officer post is:

- To help support the Management Committee in establishing the new co-op and building a robust set of policies and procedures

- To oversee the smooth operation of the co-op
- To work with all co-op members to outline a vision for the future and shape the SBC's plans and objectives

The role will report to SBC's Management Committee Chair, and the successful applicant will be expected to work closely with other staff and the co-op's members and be prepared to work some evenings and weekends to match the voluntary nature of the co-op. As this is a new role, there may be some flexibility in the tasks and time commitment for the right candidate.

The community and membership that SBC serves is filled with diversity and cultures. South Bank Co-op strives to be an integral part of the local community, not just by providing houses but by helping to create homes and a sense of belonging to be proud of, creating unity, respect and support for one another, in a safe, flourishing community.

### **Job description – key tasks**

- Take the lead on governance for the MC of South Bank Co-op – support the effective functioning of the Management Committee, maintain oversight of effective governance within the Co-op including acting as Company Secretary. Oversight of the audit process and all operating requirements within the organization.
- Ensure compliance with all regulatory and legal requirements and filings. Take on accountable person role for fire safety and manage any special projects
- Responsible for the financial health of the co-op. Draw up budgets, provide updates to the MC on financial matters and performance, make recommendations on project planning and selection. Liaise with lenders regarding existing loans and ensure that covenants are met. Co-ordinate with external support any requirements for additional financing/re-financing and drawdown of existing facilities.
- Co-ordinate the smooth day-to-day Co-op operations and activities. Ensure services are being delivered, connect with external stakeholders, review works completed to check quality and timeliness of repairs, address member concerns where needed.
- Work with the Community and Membership Officer to prioritise and maximise member participation and engagement in the life of the Co-op.

- Hold a strong working relationship with the Co-op's Managing Agent – lead on regular communications, verification of repairs, KPI reviews, dispute resolution and escalation of issues where needed. Collaborate closely to ensure the co-op's needs are understood and addressed by the agent, drive long-term planning and major works priorities.
- Act as a conduit between locally connected groups and organisations. SBC has a deep historical connection to Coin Street and will continue to work together for the foreseeable future. Create links and explore synergies with other local co-ops, community trusts and commercial partners in the South Bank area.
- Provide strategic and policy leadership for the co-op. Be able to propose strategy approaches, solutions, guidance as to the best course of action for SBC. Work with the Chair to offer the MC options for review, discussion and decision underpinned by sound understanding of technical issues and best practice within the co-operative landscape.
- Maintain the co-op's policy database. Create and maintain appropriate review cycles to reflect both regulatory requirements and co-op priorities.
- Establish proper systems of control, risk assessment and risk management. Review these periodically to inform MC understanding and decision-making in relation to the co-op's operation.
- Work closely with the managing agents and other external contractors to ensure there are robust asset management maintenance and repair plans in place. Oversee and progress working approaches and timelines to give reassurance to the MC that buildings have a robust and financially appropriate plan in place for long-term maintenance.
- Maintain an awareness and observation of fire and health and safety regulations and good practice as it applies to SBC
- Represent the co-op as Chief Officer and be first point of contact for external contacts. Hold SBC relationship with the regulator, oversee correspondence and information provision as required by the RSH.
- Provide line management for the Community and Membership Officer and any other team members that SBC may employ.
- To carry out any other duties within the scope, spirit and purpose of the job as requested by the Chair. The job description may be reviewed as duties and responsibilities change.

## **Key skills, knowledge and personal characteristics**

The Chief Officer role is a new and exciting post and will be suitable for an applicant who will:

- Support co-operative and community values
- Have self-motivation and be keen to shape how the new role develops
- Have strong communication and organisational skills
- Be energetic and flexible and will work enthusiastically, efficiently and professionally with South Bank members, volunteers and staff
- Analyse and solve challenging problems through robust and innovative thinking
- See problems from a variety of perspectives and deal sensitively and empathetically with difficult and stressful situations
- Forge strong relationships with members and local partners
- Be prepared to work some evenings and weekends to match the voluntary nature of the co-op.

The successful applicant should have deep knowledge and expertise of the housing sector, particularly regarding the legal and regulatory requirements for registered housing providers, as well as financial experience in managing budgets and external funding facilities. Previous experience working with or for Co-operative Housing associations is also preferred to underpin the candidate's ability to effectively support and empower members to make decisions regarding their community and homes.

Applicants will be expected to be keen to learn and develop themselves and the role quickly whilst understanding their accountability to SBC's Management Committee.

The role is expected to be predominantly based on site within the Coin Street community, but there is flexibility to work from home.

Applicants should be educated to a reasonable standard of education.

## **Application and Assessment timeline**

Applications should be made by sending a current CV and covering letter to [southbankcooperative@gmail.com](mailto:southbankcooperative@gmail.com) by 23 December, 2025.

Interviews will be held in January 2026.