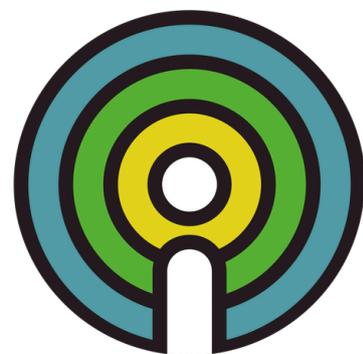




IMPAKT Housing & Support Head of Governance and Regulatory Compliance

Candidate Pack
February 2026

talk



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Introduction



A welcome from the CEO

Dear candidate,

Thank you so much for your interest in joining IMPAKT Housing & Support. The fact that you're considering a role with us tells me something important about you: that you care about making a real difference in people's lives. That matters enormously to us, and I'm genuinely delighted that you're exploring this opportunity.

IMPAKT is a charity with a clear and passionate mission: to provide safe, high-quality supported housing and wraparound services to some of the most vulnerable people in our communities across Bedfordshire, Northamptonshire, and Cambridgeshire. From our supported housing and domestic abuse services to our food support programmes and charity retail operations, everything we do is driven by the belief that everyone deserves a safe place to call home and the support they need to thrive.

We are at an incredibly exciting point in our journey. IMPAKT is undergoing a period of significant transformational growth, and the roles of Head of Governance & Regulatory Compliance and Housing Partnership Manager are central to our ability to grow responsibly and sustainably. These aren't just jobs; they are pivotal positions that will directly shape how we develop as an organisation and, ultimately, how many more people we can support.

As a Registered Social Landlord, we take our regulatory responsibilities seriously, and we are committed to the highest standards of governance. At the same time, we are building strategic partnerships with housing providers in Cornwall, Devon, Kent and Sheffield, enabling us to extend our reach and IMPAKT. This role will report directly to me, reflecting just how important they are to our future.

What I want you to know above all else is this: IMPAKT is a place where your work will matter. We are a warm, committed, and ambitious team, and we are looking for people who share our values and want to be part of something truly meaningful. We don't just want colleagues, we want people who will bring their whole selves to this work and help us build something special.

This candidate pack will give you a fuller picture of who we are, what we do, and what these roles involve. I hope that as you read through it, you'll feel the same excitement about our future that I do.

If you have any questions at all, please don't hesitate to get in touch. We want this process to feel open, supportive, and transparent from the very start.

I very much look forward to hearing from you.
With warm regards,

Paul Hunt
Chief Executive Officer

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About us



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About Us



IMPAKT Housing & Support

With over 400 bed spaces of supported housing our mission is to end the revolving door of homelessness.

This starts with recognising the trauma caused by homelessness, providing a safe and aspirational place for people to live, and the skills and support for long term independent living.

The success of our housing allows us to make an even bigger IMPAKT in the community. Two domestic abuse support and resettlement teams, a free to use community larder, affordable used furniture and a boutique upcycling shop to benefit both the environment and our non profitable services.

Our Values

- **Aspirational** - We believe everyone can be the best they can be and dream big dreams.
- **Caring** - We believe everyone should be cared for.
- **Empowering** - We believe we should support and encourage people to take ownership of their lives to enable them to achieve positive change.

Our future, our Impakt

Please click here to download our [Strategic Plan 2024 - 2034](#).

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About Us



IMPAKT housing

Homelessness can happen to anyone.

Whether it's relationship breakdown, a series of unforeseen life events, decline in mental health, loss of income or systemic problems including a lack of affordable housing. People can find themselves forced onto the streets, as part of the wider hidden community of sofa-surfers, or living in unsatisfactory temporary accommodation. As part of our strategy to combat homelessness, IMPAKT Housing provides a home for over 400 people aged 16-65 in a range of settings with varying levels of support.

IMPAKT domestic abuse

Abuse is NOT Okay

We deliver services that support people escaping abusive relationships, to provide individuals and families with a safe place to call home. People often present to our services at a point of crisis, fleeing with few or no possessions. Our experienced domestic abuse teams help clients to move away from the abuser at the earliest opportunity and provide the emotional and practical support they need to help smooth the transition. We work in partnership with other agencies to provide a coordinated, wrap around package of support tailored to individual needs and aspirations. Using a trauma informed approach, we empower individuals to discover their own strengths and to build the resilience and skills that will enable them to live independently and free from fear.

IMPAKT food

No criteria. No questions. Everyone is welcome.

We have a range of fresh fruit and vegetables, cupboard staples and packet food. We also stock pet food, toiletries, and feminine products subject to availability. Our visitors don't need a referral or to speak to anyone beforehand. We operate on a no criteria, no questions asked basis.

IMPAKT interiors

IMPAKT interiors is a destination home interiors and gifts boutique with a difference.

Every purchase helps IMPAKT housing & support make a difference for people in need.

Purchases help to fund our housing for the homeless, put food into our community larder, and fund our domestic abuse resettlement teams.

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Role description



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Job description



Role details

Role title	Head of Governance and Regulatory Compliance
Salary	£60,000 - £65,000 depending on experience
Location	Bedford with occasional travel
Hours	Full time
Responsible to	CEO
Benefits	<ul style="list-style-type: none">• 25 Days and bank holidays plus Statutory bank holidays• Company Pension• Life Assurance• Cycle to work• Employee Discount• Wellness Programme• Training and Development• Referral Scheme• On-site Parking

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Job description



Background

IMPAKT Housing & Support is an award-winning, progressive, forward-looking housing association that has been making an impact since 1986. Underpinned by a strong set of values, we are committed to supporting people to recover from trauma and the devastating impact of homelessness and domestic abuse in a safe and aspirational environment. We are ahead of the field in our commitment to delivering services in a psychologically informed way, operating as a trauma-informed Psychologically Informed Environment (PIE) service to maximise successful outcomes for our clients.

We provide supported housing for over 400+ vulnerable people aged 16-65 across Bedfordshire, Cambridgeshire, and Northamptonshire. We also work with housing partners in the Southwest, Kent, and North and South Yorkshire. Beyond housing, we deliver domestic abuse outreach services across the East of England, operate a community food larder, and run social enterprise retail stores. As a registered provider and registered charity, we maintain high occupancy rates with low rent arrears, demonstrating our commitment to sustainable, well-managed services that truly transform lives.

We expect our staff to be passionate about making a difference to people's lives and wanting the best for those we support, which often means 'going the extra mile' to achieve it. In return, we offer a competitive remuneration package, comprehensive developmental support, ongoing training opportunities, and a friendly working environment where your contribution to ending homelessness will be valued and supported.

Job Purpose

The Head of Governance and Regulatory Compliance will lead and implement IMPAKT's governance framework to ensure full compliance with all requirements set by the Regulator of Social Housing (RSH). This strategic role combines regulatory compliance oversight with broader corporate governance responsibilities, supporting the Board of Trustees, CEO, the Executive team, Heads of Department and Managers across the organisation to maintain the highest standards of Governance, transparency, and accountability whilst meeting all statutory, regulatory, and charitable obligations. You will be instrumental in maintaining IMPAKT's excellent reputation and regulatory standing as we continue to grow and expand our services.

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Job description



Key responsibilities

Regulatory compliance and RSH standards

You will develop and maintain a comprehensive framework for monitoring compliance across all RSH regulatory standards, working closely with departments throughout IMPAKT to ensure they understand and meet their obligations. This includes maintaining oversight of our compliance with the Consumer Standards (Transparency, Influence and Accountability, Safety and Quality, Neighbourhood and Community), the Governance and Financial Viability Standard, the Rent Standard, and Value for Money requirements. You will prepare and coordinate all regulatory returns and submissions to the RSH, ensuring accuracy and timeliness, and will be the primary point of contact with the Regulator on compliance matters. Given IMPAKT's recent growth, including the transfer of services in Northamptonshire, you will ensure robust compliance frameworks are embedded across all our services and locations.

Corporate governance leadership

To provide leadership on all aspects of corporate governance across IMPAKT, ensuring compliance with our Articles of Association, governance policies, and Code of Governance. This includes supporting the effective functioning of the Board of Trustees and its committees through the preparation of agendas, papers, and minutes, ensuring decisions are properly recorded and implemented. You will maintain IMPAKT's constitutional documents and ensure they remain fit for purpose as the organisation evolves. You will coordinate Board and committee effectiveness reviews, manage trustee recruitment, induction, and ongoing development programmes, and oversee the annual governance calendar, including AGMs and regulatory submissions. As IMPAKT operates multiple services, including housing, domestic abuse support, food provision, and social enterprises, you will ensure governance frameworks effectively oversee this diverse portfolio.

Company secretariat and charitable compliance

Supporting the Company Secretary function, you will ensure compliance with Companies Act requirements as a company limited by guarantee, and Charity Commission regulations as a registered charity. This includes maintaining statutory registers, filing annual returns and accounts with Companies House and the Charity Commission, managing corporate and charitable documentation, and ensuring proper record-keeping and data retention policies are followed. You will coordinate relationships with external governance advisors, auditors, and legal counsel on governance and charity law matters. You will ensure IMPAKT's charitable purposes and public benefit reporting meet Charity Commission expectations.

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Job description



Risk management and internal controls

Working closely with the Board of Trustees, Audit and Risk Committee, CEO and Executive Team, you will maintain and develop IMPAKT's risk management framework and corporate risk register. Given the sensitive nature of our work with vulnerable people, domestic abuse survivors, and individuals with complex needs, you will ensure robust internal controls and safeguarding governance are in place across all services. You will coordinate internal audit programmes, oversee the implementation of audit recommendations, and provide regular assurance reporting to the Board on the effectiveness of governance arrangements and internal controls. You will ensure appropriate risk oversight of our social enterprises and diverse service delivery models.

Information governance and data protection

Oversee IMPAKT's information governance framework, ensuring compliance with GDPR, Data Protection Act 2018, and sector-specific regulations around data sharing and protection of vulnerable residents' information. This is particularly critical given the sensitive nature of information held about domestic abuse survivors, individuals with mental health challenges, and those with offending histories. You will act as or support the Data Protection Officer and Deputy, manage data breach procedures, maintain data protection policies, and deliver staff training on information governance. You will ensure appropriate data sharing protocols are in place with local authorities, police, and partner agencies while protecting resident confidentiality.

Policy development and review

Lead on the development, review, and updating of corporate policies, including governance policies, codes of conduct for trustees and staff, whistleblowing, conflicts of interest, safeguarding governance, and fraud prevention policies. You will maintain a policy framework that ensures consistency across IMPAKT's diverse services, accessibility, and regular review cycles, with horizon scanning for upcoming regulatory and legislative changes. You will ensure new policies are effectively communicated, implemented, and embedded across housing, domestic abuse, food provision, and retail services through appropriate training and monitoring.

Multi-service governance framework

We deliver a range of diverse services including registered social housing, domestic abuse support, community food provision, and social enterprise retail operations, you will ensure appropriate governance structures differentiate between charitable and trading activities, maintain proper oversight of restricted and unrestricted funds, ensure compliance with relevant sector-specific regulations (housing, domestic abuse commissioning, food safety, retail), and coordinate cross-service governance requirements whilst maintaining clarity of accountability.

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Job description



Training and organisational culture

Building a culture of good governance, ethical practice, and regulatory compliance throughout IMPAKT is central to this role. You will design and deliver comprehensive training programmes for Board members, the CEO, Executive Team, staff, and volunteers on governance principles, regulatory requirements, safeguarding governance, ethical decision-making, and their practical application. You will act as an internal expert and advisor on all governance, regulatory, and charity law matters, supporting colleagues across all service areas. Your work will support IMPAKT's values-driven approach and commitment to psychologically informed practice.

Reporting and assurance

Responsible for preparing comprehensive reports for the Board of Trustees, Audit and Risk Committee, the CEO and the Executive Team on regulatory compliance and governance effectiveness, including key performance indicators, emerging risks, and areas requiring attention. You will coordinate responses to any regulatory judgements, Charity Commission inquiries, or governance reviews, and manage relationships with external auditors, governance consultants, and professional advisors. You will ensure transparent reporting on IMPAKT's social impact aligns with our charitable purposes and demonstrates public benefit.

Resident and stakeholder accountability

You will support Board engagement with residents, service users, and other stakeholders on governance matters, recognising IMPAKT's commitment to resident voice and accountability. You will facilitate service user involvement in governance where appropriate, ensure governance arrangements reflect principles of transparency and accountability to the vulnerable people we serve, and support co-production approaches that align with our trauma-informed values. You will ensure governance frameworks support our commitment to transforming lives.

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Job description



Key relationships

Internal

Board of Trustees, Audit and Risk Committee, other Board Committees, Chief Executive Officer, Executive Team, all Heads of Departments and managers across housing, domestic abuse, food provision and retail, Internal Audit function, resident representatives and tenant voice groups, safeguarding leads.

External

Regulator of Social Housing, Companies House, Charity Commission, legal advisors, governance consultants, local authority commissioners (West Northamptonshire Council, Bedford Borough Council, Luton Borough Council, Cambridgeshire County Council), sector bodies (National Housing Federation, Chartered Institute of Housing, Homeless Link, domestic abuse sector organisations), peer governance professionals.

Additional information

The role requires regular attendance at Board and committee meetings, which typically occur in the evenings. Occasional travel to IMPAKT's services across Bedfordshire, Cambridgeshire, and Northamptonshire will be required. The post holder will be expected to work to meet business needs, particularly around regulatory deadlines and Board cycles.

IMPAKT is deeply committed to safeguarding and promoting the welfare of the vulnerable people we serve, and we expect all staff to share this commitment. This post is subject to an enhanced DBS check.

The role is office-based.

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Person specification



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Person specification



Person specification

Experience

- Hold a relevant degree or professional qualification in housing, law, governance or a related field.
- Substantial experience in a senior governance or regulatory compliance role.
- You will have demonstrable experience of working with the RSH regulatory framework and standards, including experience preparing regulatory returns and managing compliance processes for a registered provider.
- Proven experience of supporting boards and senior governance structures is essential, along with substantial experience in corporate governance, company secretariat duties, or similar roles in social housing, charities, or comparably regulated sectors.
- Experience in preparing board papers, minutes, and reports for trustees is required.
- Experience implementing or reviewing governance frameworks following mergers, acquisitions, service transfers, or significant organisational change (given IMPAKT's recent growth) would be advantageous.
- An understanding of the specific governance requirements for charities working with vulnerable people and sensitive services is essential.

Skills and abilities

- Excellent analytical and strategic thinking skills with the ability to interpret complex regulatory, legal, and charitable compliance requirements and translate them into practical operational guidance.
- Outstanding written and verbal communication skills are essential, as you will be presenting complex information to diverse audiences, including trustees, regulators, the CEO, the Executive team and staff at all levels.
- You will demonstrate exceptional attention to detail and accuracy, particularly in maintaining records and preparing formal statutory documents.
- Strong project management abilities with the capability to manage multiple priorities, deadlines, and stakeholders simultaneously across diverse service areas are crucial.
- You will show political sensitivity and the ability to navigate complex organisational dynamics whilst maintaining independence and objectivity.
- Excellent interpersonal skills and the ability to influence, challenge constructively, and build trust at all levels of IMPAKT are required.
- Experience using governance and risk management systems and proficiency in data analysis for compliance monitoring are essential.
- Given IMPAKT's trauma-informed approach, you will demonstrate emotional intelligence and understanding of how governance supports service delivery to vulnerable people.

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Person specification



Qualities and general

- You will demonstrate absolute integrity, confidentiality, and ethical judgment in all aspects of your work, particularly when handling sensitive information about vulnerable residents and domestic abuse survivors.
- The ability to maintain independence and provide objective advice, even when challenging senior stakeholders, is crucial. You will be proactive, solution-focused, and resilient, with the confidence to speak up on governance concerns and the diplomacy to do so effectively.
- You will be passionate about making a difference to people's lives and committed to IMPAKT's values and purpose of ending homelessness, with a genuine understanding of the challenges faced by the vulnerable people we serve.
- You will be willing to 'go the extra mile' to ensure IMPAKT maintains the highest standards of governance and regulatory compliance.
- A full UK Driving License

Key performance indicators

Regulatory compliance

- 100% of RSH regulatory returns submitted on time with zero errors
- Maintain G1/V1 regulatory grading (or achieve improvement trajectory if lower)
- Zero regulatory breaches or enforcement notices
- Achieve 'Substantial Assurance' rating in annual governance audit
- 90%+ of audit recommendations implemented within agreed timescales

Corporate governance

- 100% of Board/committee papers are distributed at least 5 days in advance
- 95%+ Board member attendance rate at meetings
- Annual Board effectiveness review completed with action plan delivered
- 100% of new trustees complete induction within 3 months
- All statutory filings (Companies House, Charity Commission) submitted on time

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Person specification



Risk management

- Corporate risk register reviewed monthly and presented quarterly to Audit & Risk Committee
- 90%+ of high/critical risks have active mitigation plans
- Zero material risks identified by external auditors not already on the risk register

Policy and compliance

- 100% of policies reviewed within schedule (zero overdue policies)
- Quarterly compliance dashboard presented to the Board
- Horizon scanning report on regulatory changes presented quarterly to SLT

Stakeholder relationships

- Positive working relationship with RSH (no complaints raised)
- 85%+ internal stakeholder satisfaction with governance support

Operational effectiveness

- Governance budget maintained within approved allocation (100% budget compliance)
- All Board decisions tracked with implementation monitored quarterly

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How to apply



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How to apply



IMPAKT Housing & Support is working exclusively with Charisma Charity Recruitment.

Applications should be submitted through the [Charisma website](#), and include:

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role and describing any potential conflicts of interest.

For an informal and confidential discussion about the role, please contact:
Sandra Smith, Associate Director of Charisma Charity Recruitment on 01962 813300 or
email info@charismarecruitment.co.uk

We welcome and encourage expressions of interest from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law.

Closing date: Sunday 22nd March 2026

1st Interviews with IMPAKT Housing & Support: Tuesday 14th April 2026

2nd Interviews with IMPAKT Housing & Support: Tuesday 21st April 2026

Charisma vetting interviews must be completed by 26th March prior to shortlist submission.



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