

CAMPBELL
TICKELL

heylo

General Counsel & Director of Governance

Recruitment Pack

January 2025

Your application

Thank you very much for your interest in this General Counsel & Director of Governance 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 to the role specification; again ideally in two to three pages; 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, Wednesday 5th February 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,

Kelly Shaw

**Senior Associate Consultant, Campbell Tickell
07900 363803**

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Welcome Letter

Dear Applicant,

Thank you for your interest in the General Counsel & Director of Governance 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, the HHRP Board and executive management team has 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, but there is more to do to ensure we not just meet but exceed regulatory expectations, and our new Director will take the lead in this area.

This post is an integral part of the executive team, and we seek a new colleague who shares our dedication to our purpose (*to help aspiring homeowners to find a place to call home*) and is ready to play a part in our busy, entrepreneurial team seeking to make that purpose a reality. This is a wide-ranging brief with the potential for tremendous impact across the business. You will be an effective guardian of the firm in terms of legal and regulatory compliance as well as being involved in strategic negotiations as we continue to grow and will make a key contribution broadly within the Executive Committee.

While we operate in the social housing sector and we expect that you will bring experience in that space, we are also open to candidates who bring experience from other regulated sectors, in particular banking and financial services, who can demonstrate an ability to transfer their expertise to our business.

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,



Andrew Géczy
Chief Executive Officer

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 at <https://heylohousing.com/>

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: The Chief Executive

Responsible for: Governance Officer, ESG and Sustainability Manager, HR Manager

Role Purpose

To ensure Heylo complies with all the legislative and regulatory requirements as a for-profit social housing provider we are looking for an experienced General Counsel with a strong legal and transaction experience in real estate in the UK. The ideal candidate must have an entrepreneurial spirit to spearhead all contract negotiations with the housebuilders and act as a trusted legal adviser to all members of our senior management team.

This senior role will be an integral part of the Executive Committee, providing executive leadership for the Governance & Legal functions as well as Sustainability. In addition to the transaction execution role, the successful candidate will assist with strategic negotiations across the firm, including managing our inside and outside counsel assisting with such matters. The General Counsel will serve as an effective guardian of the firm and its principals for all legal related issues while ensuring legal compliance while limiting risk exposure. 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. Legal

- 1.1 Lead the organisation's legal framework and activities, working collaboratively with colleagues or external advisors 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.
- 1.2 Ensure the Board receives legal and/or expert advice as required providing that advice or working with third parties to do so, to ensure the group is adhering to relevant laws and complying with regulatory standards.
- 1.3 Oversee and manage the legal budget and instruction process, working with external legal advisers ensuring effective, timely and accurate legal advice and representation.
- 1.4 Should the provision of legal advice be provided inhouse in all areas including employment, contract, data protection, corporate and otherwise; act as Compliance Officer for Legal Practice and Compliance Officer for Finance Administration in all legal matters, ensuring the highest standard of legal advice and assistance in all matters.
- 1.5 Review and update our key contracts or other legal documents from time to time by reflecting any changes in the legal or regulatory environment in which we operate and strive to streamline our contracts to drive consistency and uniformity.

2. Governance & Compliance Framework

- 2.1. Implement 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. Work collaboratively with colleagues to ensure all statutory returns and regulatory returns are accurate and have been submitted in a timely manner, providing assurance to the Board of same.
- 2.2. Draft, review 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.
- 2.3. Keep the Board and SMT informed of new legislation and regulatory changes and how it applies to them, working with the business to ensure that appropriate action is taken as required.
- 2.4. Lead and deliver arrangements to meet Code of Governance and Board Effectiveness requirements, including skills assessment and appraisal of the Boards and Committees.
- 2.5. Provide informed and impartial advice and guidance on matters of law and governance to the CEO, SMT and the Chair of the Board and Board members.
- 2.6. Determine, obtain necessary approvals and ensure the annual diary of Board meetings is maintained and delivered, including the preparation and collation of Board meeting papers.
- 2.7. Minute and file minutes in the register of minutes for Board / Committee meetings or ensure that this is taking place as required to an excellent standard. Ensure actions from minutes are followed up.
- 2.8. Acts as a data owner of relevant personal data, ensuring robust procedures are in place that comply with the Data Protection Act 2018 and other relevant legislation and regulation.
- 2.9. By working closely with finance, operations and sales, manage each of our builder / development contracts to ensure that we comply with our obligations and that we robustly ensure that other parties comply with theirs – in particular we should focus on financial and treasury implications and their timings within each of our contracts.

3. Money Laundering Reporting Officer

- 3.1 To be the subject matter point of contact, providing advice and guidance as appropriate for all Anti-Money Laundering (AML) and Counter Terrorist Finance (CTF) activities and reporting,
- 3.2 To be the responsible officer for receiving any suspicious activity reports or other referrals, ensuring that they are quickly assessed, documented and where appropriate reported to the relevant authorities.
- 3.3 To provide ongoing monitoring and resolution of AML / CTF related cases
- 3.4 To keep consistent and accurate records relating to reports of suspected AML or CTF activities, the reasons why a report was, or was not, submitted to the relevant authority, and any communications to or from the relevant authorities about a suspicious activity report

- 3.5 To ensure that there is delivery of internal training / briefings to ensure the delivery and compliance with all relevant AML / CTF policies, procedures, or guidance, attending team meetings as necessary and ensuring staff understand their accountabilities for compliance.
- 3.6 Liaising with a variety of stakeholders including law enforcement agencies and other external partners, and representing the organisation as required internally or externally in relation to AML / CTF matters
- 3.7 Supporting the Money Laundering Compliance Officer and business in compliance with related regulatory and statutory responsibilities

4. Sustainability

- 4.1 Working with the ESG and Sustainability Manager, design and lead the delivery of the business's sustainability strategy and activities, collaborating with other departments and engaging staff, customers and other stakeholders as necessary.
- 4.2 Drive initiatives to engage our customers and staff on sustainability and involve them in our sustainability activities
- 4.3 Ensure the business meets all investor, legislative, regulatory or other requirements in respect of ESG data and reporting, including overseeing the business's energy, emissions and EPC data.

5. General

- 5.1 Support and promote Heylo's wider strategies, policies, and procedures.
- 5.2 Maintain high standards of probity and confidentiality.
- 5.3 Carry out other tasks and duties reasonably required by SMT or Board.
- 5.4 Senior face of the firm and first line of communication and defence for all legal related matters.
- 5.5 Manage relationships with internal and external parties including outside counsel, business partners and customers.
- 5.6 Form new entities and manage organisation's intellectual property.
- 5.7 Develop and maintain relationships with the builders' internal and external legal teams to improve how we work together as most of our contracts will become recurring in nature.
- 5.8 Oversee the setting up of a robust contract tracking and monitoring process ensuring adherence to key contractual requirements and covenants with weekly reporting to the CEO and COO.

Person specification

1. Experience and knowledge

- Ideally have had a minimum of 7-10 years PQE as a solicitor of England & Wales or equivalent experience within a legal firm or OGC corporate function working in property, housing or a related area.
- A qualified lawyer who has record of acting with integrity and who is keen to further develop within a fast moving and dynamic corporate environment.
- Company secretariat experience or broadly similar experience. Chartered Governance Institute qualification desirable.
- Experience of working as a MLRO (SMF17) within an AML / financial crime environment. AML / CFT advisory experience and good working knowledge of SARs regime.
- Working knowledge of the legal and regulatory obligations (ML Regs, POCA and CFT)
- Experience in real estate private equity firm or investment bank is a plus.
- A proven track record of senior management and leadership, strong commercial awareness and a competency in contract drafting and contract negotiations.
- Strong experience providing strategic and operational advice in matters relating to governance, compliance, risk management to senior internal stakeholders.
- Experience engaging with regulatory bodies, internal auditors, legal/professional advisors.
- Has sound knowledge of good governance principles in relation to social housing.
- Understands what it means to work to the highest standards of probity and conduct.
- An advocate of affordable housing and the positive impact it can have on lives and neighbourhoods.
- Experience drafting and negotiating property and financing related agreements.
- Experience with entity formation and maintaining organisational records.

2. Skills and abilities

- Able to access and prioritise critical issues, employ sound problem-solving ability.
- Deep knowledge and experience structuring, negotiating and executing real estate private equity investments, including fund formation, LP investor negotiations, fundraising processes and deployment of capital, including entering into real estate joint ventures with operating and development partners.
- An eye for detail and methodical approach to work.
- Asks helpful, probing questions that contribute to high quality debate and collective decision making.
- Able to make good judgements and balanced decisions, weighing up the available information.

- A team player, works collaboratively, listens, contributes, and values the insights of others.
- Excellent communication and interpersonal skills, able to understand and convey complex information in an accessible manner.
- Assesses risk and promotes risk awareness, without being risk averse.
- IT literate and is used to communicating and engaging using digital platforms.
- Strong collaboration skill with the ability to motivate and organize teams reporting to him / her.
- An attention to detail and commitment to quality in the drafting and delivery of legal outputs.
- Practical and commercial approach to problem solving and contract negotiations.
- Ability to produce and present effective presentations and training sessions.

3. Personal attributes

- Shares the vision and values of Heylo.
- Committed to accountability, openness and transparency.
- Champions equality, diversity and inclusion in all that you do.
- Operates with personal and professional credibility, and integrity, in a way that commands confidence.
- Entrepreneurial, results-focused and hands-on with a strong work ethic, ready to roll-up his or her sleeves and work as an integral member of our team to help us advance the firms aspirations.
- Open-minded, practical and resilient.
- A proven record of flexibility and innovation.

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.

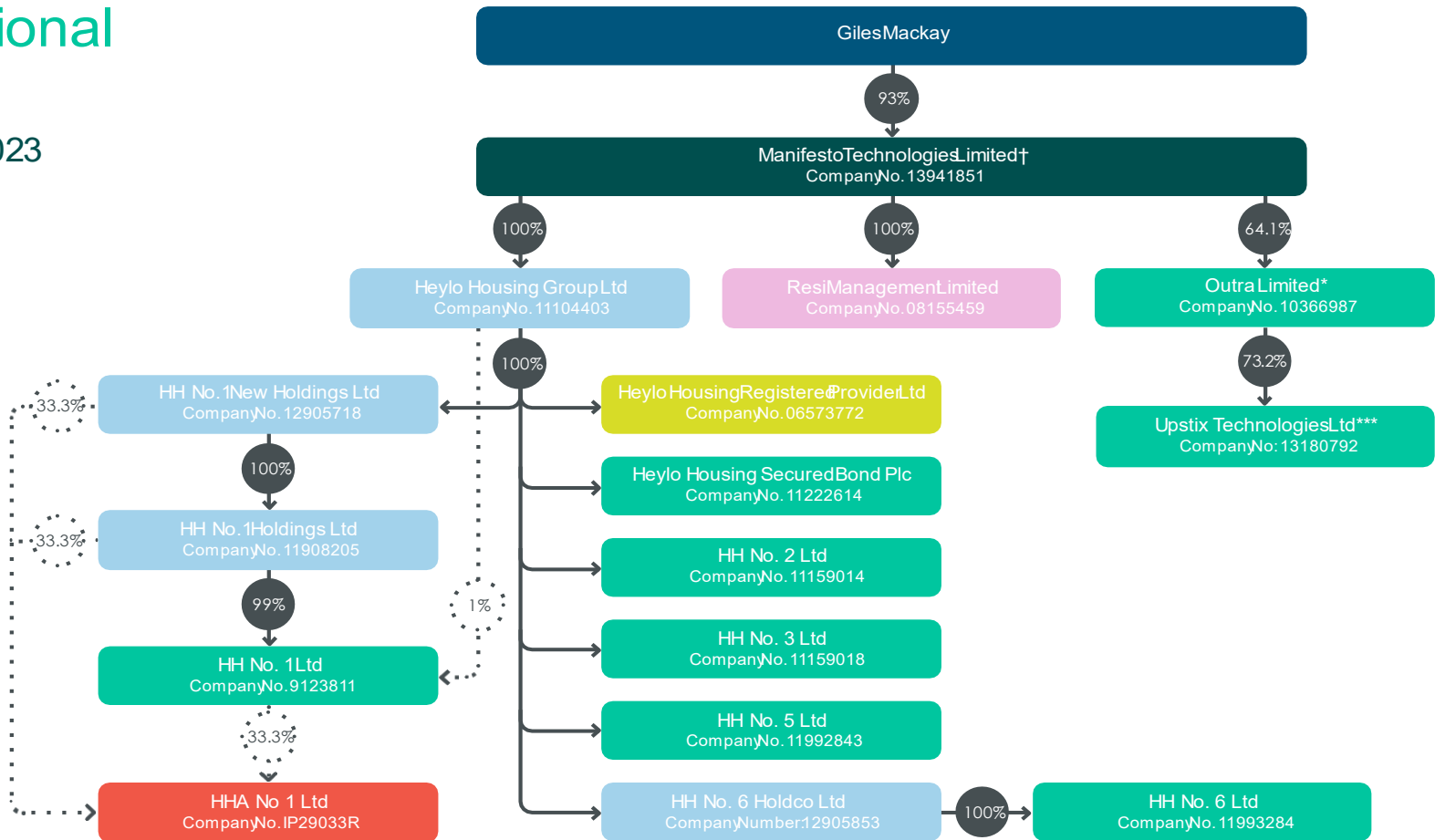
The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described. Duties may be changed, after discussion, to suit the operational requirements of Heylo.

Organisational structure

As of 31st July 2023

KEY

- UBO
- UltimateParentCompany
- LeasingCompany
- OperatingCompany
- HoldingCompany
- ManagementCompany
- DormantCompany



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

40 hours per week, but there is an expectation at this level that additional hours will be required as and when necessary to fully deliver on the functions of the role.

We allow staff 60 working from home days per year.

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 six months.

Key dates and the selection process

Closing date: Wednesday 5th February at 9am

The client meeting to agree longlisted candidates will take place on **Friday 7th February**. We will be in touch to let you know the outcome of your application by the end of this week.

First interviews with Campbell Tickell: Wednesday 12th February

Longlisted candidates will be interviewed by a Campbell Tickell panel.

Interviews will be held virtually via MS Teams.

Conversation with Chief Executive: Wednesday 19th February

After the first interview, selected candidates will be invited to a one-to-one conversation with the Heylo Chief Executive, Andrew Géczy.

After this, a shortlisting meeting will take place on **Thursday 20th February** to determine the shortlist of candidates.

Final interviews: Wednesday 26th March

Shortlisted candidates will be invited to a formal panel interview with the Heylo Selection Panel.

Interviews will take place at Heylo's office in London.

The panel will include:

- Heylo Chief Executive Officer – Andrew Géczy
 - HHRP Board Chair & HHGL Member – David Montague
 - HHGL Board member – Felicity James
 - Campbell Tickell will also be in attendance
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If you are unable to attend on any of the identified dates for interviews, please do speak to Campbell Tickell before making an application.



General Counsel & Director of Governance

£ Highly competitive | Leeds or London

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 General Counsel & Director of Governance to join our executive team and lead on legal and regulatory compliance across our business. A qualified lawyer, you will bring a strong track record of post-qualification experience

including relevant senior experience in governance. While we operate in the social housing sector and we expect that your experience will have been gained in that space, we are also open to candidates from other regulated sectors, in particular banking and financial services, who can demonstrate an ability to transfer their expertise to our business.

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 at the highest level to an organisation delivering on an ambitious social mission, then we'd love to hear from you.

Contact **Kelly Shaw** at kelly.shaw@campbelltickell.com to arrange a conversation.

You can download a job pack at www.campbelltickell.com/jobs/

Closing date | Wednesday 5th February 2025 at 9am

CAMPBELL TICKELL

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