

# ROLE PROFILE

**Head of Company Secretarial**

# Head of Company Secretarial:

## The purpose of the role:

The role of the Head of Company Secretarial is to take on responsibility for the service lines within the Company Secretarial Department, and be accountable for the department's Client, People and Business goals.

## Key responsibilities:

- Lead the Company Secretarial department with clear systems, procedures, and training in place to ensure consistency of delivery and service standards.
- Represent and be accountable for all matters relating to the Company Secretarial department, including client feedback with proactive stakeholder management.
- Report to, and be supported by, the Service Delivery Director on Client, Business and People goals for the department; working together to develop relevant strategies for the department.
- Continue to review, refine, and innovate the service proposition in relation to Company Secretarial, ensuring collaboration with business unit heads to ensure keeping abreast with client needs and expectations.
- Promote a fulfilling employee experience within the department and build a first-class Company Secretarial team, both in terms of experience and qualifications.
- Working with Heads of Client departments to ensure we are living our mission in supporting clients to achieve their aims, as well as us ensuring that (as a firm) we are maximising our share of wallet opportunities.
- Work with the Marketing team and Heads of Clients to create strategies for winning additional work from prospective and existing clients.
- Accountable for maintaining professional standards and technical compliance requirements across the Company Secretarial departments.
- Build a network of business advisors (Legal, bankers and lenders), alongside Heads of Clients, to compliment our Company Secretarial offering.
- Manage and assess the resource requirement of the department to ensure the Client, Business and People goals are met.

## Success in this role will look like:

- Delivering an operationally effective and consistent client experience in relation to Company Secretarial services, which result in higher client advocacy and Client NPS, achieving department fee income and GP% in line with RL business goals.
- A Company Secretarial team who are motivated and inspired by a fulfilling employee experience; with clarity and opportunity within roles and across the department; with all team members clear in their purpose and

contribution to the firm's overall objectives and represented by a department in line eNPS with RL People goals.

- Increasing Company Secretarial service lines offered to existing clients.
- Clear service propositions (that compliment the propositions of the small / medium / large departments) and strategies in place to develop new and emerging service lines.
- Build a reputation for the Company Secretarial advisory services within the marketplace.

This role requires living and breathing all our RL values of Passionate, Personal & Professional.

In addition, the following skills and experience are required to deliver in this role:

### Critical Leadership Skills:

- Functional / Technical Skills
- Business Acumen
- Strategic Agility
- Directing Others

### Technical Skills:

- Relevant technical expertise and awareness to identify risk areas.
- Ability to articulate and bring to life the Company Secretarial proposition in a way that inspires and motivates the team they lead and promote the services both internally and in the external market.
- Analytical skills to identify and assess resource capacity requirements to meet client service standards.
- Commercial awareness and a wider understanding of external market sectors to provide valuable advice to clients.

### Experience and Qualifications:

- Chartered Governance Institute UK & Ireland qualified and / or UK law degree or equivalent.
- A track record of identifying and delivering profitable services.
- Demonstrable experience with managing others and / or managing strategic projects.
- Demonstrable experience and understanding of Company Secretarial technology platforms.

## Other requirements & details about the role:

- Full driving licence with access to car would be preferable.
- The base office will be our Chelmsford office, but the role will require you to visit our other offices in Southend & Basildon from time to time and visit client premises. Mileage costs will be paid for inter-office and client travel.