

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Regulatory Support Officer (Investigations & Enforcement)	Directorate	Investigation & Enforcement
Reports To	Advisor (I&E)	Section	Investigations and Enforcement
Post Reference		Grade	15

Purpose of the Role

The Investigation and Enforcement team responds to the most serious and complex cases where registered providers have or may have serious failings in its delivery of the outcomes in the regulatory standards.

The Regulatory Support Officer (RSO) – Investigations & Enforcement (I&E) is responsible for supporting the delivery of frontline regulation in the I&E team to drive improvement and change within an organisation and deliver our regulatory objectives.

The RSO will support our Advisors and Senior Advisors (casework leads) in dealing with complex cases and emerging risks through the execution of effective regulatory strategies for landlords who are not delivering the outcomes of our standards. This includes supporting effective engagement and action with registered providers and analysis of resolution and recovery plans where the regulator has identified that improvements are needed to address weaknesses in performance.

The RSO role may include direct engagement with specific registered providers where there is less complexity and/or scale of operations. Across the team's wider portfolio, the RSO will work with the casework leads and the I&E Project Manager in considering undertaking specific tasks on more complex casework and responsive engagement activity. The RSO will also assist the PM to co-ordinate and monitor the delivery of the team's casework.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Support the Advisor and Senior Advisors in delivering effective regulation for assigned providers and for allocated reactive casework, ensuring a risk-based approach is taken in line with corporate policies and procedures, and to agreed service and quality standards.
2. To develop and manage regulatory relationships with assigned registered providers. In doing so, carry out analysis and engagement to support the obtaining of evidence and assurance that providers are delivering their improved plans to address identified weaknesses.
3. To plan and support the delivery of engagements, investigations and case progress reviews

Main Duties:

4. Working with the Advisor and Senior Advisors, support the delivery of planned regulatory engagements to gain assurance of progress being made to address the failures against regulatory standards. That will include carrying out analysis and engagement to support recommendations on judgements and further intervention work to ensure that improvements are delivered.

Main Duties and Key Accountabilities of the jobholder

5. Carrying initial assessments and reviews of key assurance and evidence provided by landlords, providing précis for Senior Advisors and Advisors for specified casework.
6. Carrying out initial assessments on reactive referrals for those providers led by the I&E team, recommending next steps and escalating where appropriate, on a risk basis. Supporting the Advisor and Senior Advisors in the follow up assessments and engagement as appropriate.
7. Supporting Advisor and Senior Advisors in the drafting regulatory judgement documents for publication, as well as preparing responses to referrals and enquiries from stakeholders explaining our regulatory decisions
8. Supporting the work of decision making and advisory panels to ensure consistency in regulatory approach and outcomes, including drafting and presenting papers on less complex casework as directed.
9. Taking direction from the Advisor and Senior Advisors to ensure that workload is prioritised based on the risk profile of the provider.
10. Ensuring that corporate approaches to quality assurance and control are consistently applied and that all outputs meet agreed quality standards
11. Ensuring appropriate audit trails for casework including minuting meetings and managing documents and evidence in line with corporate approaches.

Working Relationships and Contacts

External Relationships:

- Registered providers and wider stakeholders as appropriate.

Internal Relationships:

- Colleagues within Investigation and Enforcement Directorate
- RSH staff outside of the Directorate to support the delivery of joint initiatives where there are recognised interdependencies.

Role Requirements

Qualifications:

- Educated to degree level in a relevant subject area or with equivalent experience in governance, risk management, finance related matters and/or housing landlord services, and tenant involvement.

Knowledge, Skills & Experience:

- A good understanding of the regulator's role with relevant housing sector experience (for example in governance, risk management, landlord services or tenant engagement) or comparable experience in another regulatory environment.
- Experience of delivering results in a regulatory, finance or assurance-based environment
- Ability to evaluate how organisations have applied the principles of good governance and risk management and the risk environment in which providers operate
- Good analytical and evaluation skills, with the ability to exercise sound professional judgment and reach conclusions.
- Good oral and written communication skills effective for a wide range of audiences
- The ability to manage a wide portfolio of work, working to competing deadlines and taking steps to prioritise work based on risk
- An understanding and commitment to the co-regulatory approach to regulation
- The ability to work across team boundaries in a joined-up way

Role Requirements

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| <ul style="list-style-type: none">• Able to meet targets, working to service and quality standards |
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General Responsibilities

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| <ul style="list-style-type: none">• To adhere to RSH's equality and diversity and equal opportunities policies in all activities and to actively promote equality of opportunity.• To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH health and safety policies.• To demonstrate RSH core values in all working relationships within the workplace• To work in accordance with RSH Data Protection Policies and adhere to RSH Freedom of Information policies where appropriate.• To undertake such other duties as may be reasonably expected |
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