

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Assistant Director Regulatory Engagement	Directorate	Regulatory Engagement
Reports To	Director- Regulatory Engagement	Section	Regulatory Engagement
Post Ref		Grade	Hay Grade 21

Purpose of the Role

The Assistant Director Regulatory Engagement (ADRE) will lead one of the regulator's multi-disciplinary teams delivering frontline regulation. The ADRE is responsible for providing direction to the team's work with social housing landlords to gain assurance of whether they are meeting the requirements and delivering the outcomes of regulatory standards.

The ADRE will ensure the delivery of effective engagement for the team's assigned portfolio of landlords and that RSH's regulatory, investigatory and general powers are used in a timely, proportionate, risk-based, consistent, transparent and accountable way. The ADRE is responsible for ensuring the regulatory strategies, inspections, responsive engagement and interventions with individual providers are appropriate and timely and that the team's resources are aligned with a risk based regulatory approach.

The ADRE is responsible for the achievement of their team's primary purpose to gain assurance that the regulatory standards are being met, and that their work promotes effective governance, the management of strategic risks, good service delivery outcomes and transparency & accountability.

Where issues emerge that suggest a landlord's regulatory grading has the potential to change because of serious failings to meet the regulatory standards, the ADRE will work with the Investigation and Enforcement Team to address concerns and ensure timely resolution.

The role and its accountabilities are integral in maintaining confidence in the RSH as the regulator and in the sector as a whole in the eyes of key stakeholders. The ADRE will also be a member of the Regulatory Engagement senior management team and plays an important role in the wider work of the Directorate, including as part of the Senior Leadership Team (SLT).

The ADRE will also be responsible for building organisational capacity within the Regulatory Engagement directorate to ensure that delivery of regulation supports the regulator to achieve its purpose and objectives. They will be required to use their experience and expertise to devise and deliver both formal L&D programmes and events and to support individuals' personal development needs using a coaching style.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Leading the team of multi-disciplinary staff, ensuring that resources are appropriately deployed to deliver risk-based regulation in accordance with corporate policies and procedures and to agreed quality standards. Proactively promote and ensure that corporate approaches to performance management, staff development and talent management are consistently applied across the team.

Main Duties and Key Accountabilities of the jobholder

2. Accountable for the delivery of effective regulation for the team's assigned portfolio of landlords. Overseeing the delivery of regulatory inspections and follow up engagement with landlords with the focus on but not limited to governance, financial viability, service outcomes, accountability and value for money.
3. Lead the effective management of relationships and engagement with the team's assigned portfolio of landlords in order to ensure evidenced assurance is obtained that providers are well-governed, financially viable and are accountable for delivering effective landlord services.
4. Responsible for ensuring that appropriate and timely responsive engagement with registered provider takes place to ensure that presenting issues are resolved or escalated. On the most complex or high profile cases, alongside the Senior Regulatory Engagement Manager or the Senior Financial Analyst Manager, have a direct involvement with landlords at Board and Executive level

Main Duties:

1. Lead the development and oversee the delivery of a programme of regulatory inspections as necessary for the team's assigned portfolio of landlords.
2. Direct the effective and efficient allocation of the team's resources to individual landlords/cases based on the skills, knowledge and experience of members of the team, drawing on resources from outside the team where necessary.
3. Consider the evidence obtained through regulatory engagement, and analysis undertaken to reach a view on the level of assurance we have on the extent to which landlords are meeting the requirements and delivering the outcomes of regulatory standards to reach a decision on regulatory judgements including gradings. Where appropriate work alongside the team to carry out further analysis, engagement and obtain evidence in order to ensure the regulator's judgements are evidence based, timely and transparent.
4. Ensure that corporate approaches to quality assurance and control are consistently applied to the team's work and that all of the team's outputs meet agreed quality standards. Actively promote and contribute to the use of casework and regulatory engagement on agreed cases to ensure that any learning is applied to the continuous improvement of our regulation.
5. Manage the senior regulators within the team, applying corporate policies and procedures in relation to performance management, staff development and talent management and ensuring that the team has the appropriate skills and that there is a strategy in place for each individual to maximise contributions.
6. Ensure appropriate use of skills, knowledge and experience of the team applying corporate policies and procedures in relation to performance management, staff development and talent management. Supporting capacity building within the function by assessing development needs and devising and delivering training and development opportunities.
7. Ensure that the priorities contained within the regulator's corporate strategy and business plan as they relate to the Regulatory Engagement Teams are delivered consistently and to the agreed quality standards.
8. Work in partnership with the Investigation and Enforcement team to ensure a coordinated and consistent approach to providers where there are serious failings and it has been judged that the provider is unwilling or incapable of resolving these.

Main Duties and Key Accountabilities of the jobholder

9. Play a key role to support the management and ongoing development and contribute to the corporate priorities of the RSH at a senior level. Participating in cross-regulation corporate projects and taking on some areas of corporate responsibility. Working within the regulator's policies, practice and values at all times
10. Support the RSH's stakeholder engagement programme through speaking engagements and at relevant national and regional forums

Working Relationships and Contacts

External Relationships:

- Board members and Executive Team and staff of landlords to challenge performance and discuss areas of potential or actual weaknesses and failings and in-depth financial viability and governance issues.
- Lenders, consultants and their representatives to discuss detailed financial issues relating to Registered Providers, in particular on cases of financial viability that could lead to financial failure and the loss of public assets.
- NHF and sector representatives as part of the regulator's stakeholder engagement plan.

Internal Relationships:

- Board of the Regulator of Social Housing to provide performance updates and by exception highlight complex and/or novel casework.
- Senior staff across the Regulatory Engagement directorate
- As a member of the Senior Leadership team to work collegiately to deliver RSH purpose
- In house legal team

Core Job Skills

Qualifications:

- Educated to degree level in a relevant subject area or with equivalent experience in governance, risk management or finance related matters.
- Financial qualification or strong financial awareness with demonstrable experience of working with complex economic and financial data.

Knowledge, Skills & Experience:

- Understanding of the overall strategy, operations and key processes of landlords , particularly in the areas of governance, risk management, service delivery, accountability and financial control.

Core Job Skills

- Experience of managing relationships at senior/Board/Executive levels with authority and credibility.
- A track record of delivering results in a regulatory, financial or assurance-based environment.
- Experience of dealing with issues in the context of the principles of good corporate governance and associated constitutional changes
- Ability to evaluate how organisations have applied the principles of good governance and risk management and the risk environment in which registered providers operate.
- Excellent analytical evaluation skills, with ability to exercise sound professional judgement and reach conclusions.
- Financial awareness with a sound understanding of financial regulation and financial management.
- Excellent oral and written communication skills effective for a wide range of audiences
- An understanding and commitment to the principles of co-regulation.
- High level management and leadership skills with a proven ability to inspire and lead a multi-disciplinary and diverse team to deliver.
- Experience of people and programme management with a track record of getting the best from staff and improving systems and the efficiency and effectiveness of operations.
- Able to manage workload effectively across a team, develop practical solutions to problems whilst balancing multiple issues and priorities appropriately.
- The ability to work across team boundaries in a collaborative and inclusive way

General responsibilities

- 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, and leadership behaviours, 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.