

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Advisor, Investigation & Enforcement	Directorate	Investigation & Enforcement
Reports To	Senior Advisor, Investigation & Enforcement	Section	N/A
Post Reference	N/A	Grade	17

Purpose of the Role

The Investigation & Enforcement team responds to the most serious and complex cases where registered providers are not, or may not be, compliant with the regulatory standards. The role will focus on casework, and the postholder will provide support to the Senior Advisor case leads, supporting them to develop the resolution strategy and working across the I&E team to implement agreed strategies to resolve non-compliant cases.

The role will involve dealing directly with the provider, advisors and funders, at senior officer and board level and working across all aspects of the case. A detailed and broad understanding of registered providers, corporate governance and the application of the regulatory standards will therefore be required, as will experience of working with stakeholders to drive change within an organisation. The postholder will also contribute to developing the regulatory strategy, policy and processes across the directorate.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Deliver expert support and co-ordination, working with the Senior Advisor, to implement strategies for the resolution of non-compliant casework. This will provide operational support across a broad range of non-compliant cases, including the most significant failures in governance, financial viability and service delivery.
2. Work with Senior Advisors to develop regulatory strategies for resolving non-compliance and deploying appropriate strategies and carrying out intensive engagement with registered providers to achieve a compliant outcome.
3. Support the Senior Advisors and the Assistant Director in advising on the use of RSH's powers, and ensuring that powers are used in a proportionate, consistent, transparent and accountable way, so as to be robust and able to withstand potential challenge.
4. Provide support to the Investigation and Enforcement team in developing policies and procedures to support the resolution of non-compliant cases.
5. Represent the RSH in a professional manner with stakeholders, including registered providers and their advisors, to support the resolution of non-compliant casework.

Main Duties:

1. Support the Senior Advisors in the development and implementation of strategies for the effective resolution of cases of underperforming landlords.
2. Carry out thorough and detailed analysis and evaluation of information about registered provider performance arising from a wide range of sources (including regulatory assessments, allegations and whistleblowing, and referrals from external bodies) to determine an appropriate regulatory response.

Main Duties and Key Accountabilities of the jobholder

3. To develop and maintain constructive relationships with non-compliant registered providers and their officers, leading on challenging conversations to drive positive changes and resolve issues of non-compliance.
4. Provide advice and analysis to senior RSH staff in serious cases of non-compliance to ensure successful resolution of the issues.
5. Support in the use of RSH's regulatory, investigatory, enforcement and general powers to assist in the resolution of cases, and assist in the process of using powers effectively, ensuring their application is consistent with the legislation which governs our work.
6. Co-ordination of timely and effective reports to Executive and Board on all major cases of underperforming landlords, to provide assurance that casework is being handled in accordance with casework procedures and in line with the agreed strategy.
7. Using expert knowledge of our non-compliant casework processes, support in the development of policies, procedures and guidance to support the resolution of non-compliant cases.
8. Work with the case leads to assess the effectiveness of the operation of Investigation and Enforcement policies and procedures to ensure that lessons are learned and disseminated to others, both internally and to external stakeholders.
9. Work across teams at the regulator to ensure RSH's objectives are delivered in a cohesive, collaborative and joined up way.
10. Deliver cross functional RSH projects in line with RSH's corporate objectives as required.
11. Work within RSH policies, practice and values at all times.

Working Relationships and Contacts

External Relationships:

- Board members and Executive Team members of registered providers
- Funders, consultants and other professional advisors.
- External legal advisors
- Other regulators and statutory bodies

Internal Relationships:

- Board
- Executive, and Senior Leadership Team
- Regulation staff
- In-house legal team
- Referrals and Regulatory Enquiries Team

Core job skills

Qualifications:

- Secure and proficient reasoning and analytical skills, which may be demonstrated through either a degree level education or relevant experience.

Knowledge, skills, and experience:

- Experience of delivering results in a regulatory, financial or assurance-based environment.
- Experience of managing challenging relationships at both board and senior executive levels with authority and credibility and using influence and engagement skills to drive organisational change.

Core job skills

- Strong analytical and evaluation skills, with experience of exercising sound professional judgement, to reach robust and evidence-based conclusions.
- Detailed working knowledge of the strategy, operations and key processes of registered providers, particularly in relation to governance, management and financial control.
- Good understanding of the principles of risk management and the risk environment in which registered providers operate. Ability to evaluate how organisations have applied the principles of risk management in their operations.
- Knowledge of the legal and governance framework in which the RSH operates as regulator, and of its accountabilities to Government and other stakeholders.
- Working experience of applying investigatory techniques and methodology across a range of stakeholders.
- Ability to operate collectively and corporately in an environment of supportive challenge, including working across team boundaries in a collaborative and inclusive way.
- Excellent oral and written communication skills effective for a wide range of audiences, including the ability to evidence key decisions, and to communicate difficult and finely balanced judgements to stakeholders.
- Self-starting, with an ability to plan and manage your own workload, as well as manage the input of others to meet deadlines.

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 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.