

## REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

<b>Role</b>	Senior Advisor Investigation & Enforcement	<b>Directorate</b>	Investigation & Enforcement
<b>Reports To</b>	Assistant Director Investigation & Enforcement	<b>Section</b>	
<b>Post Reference</b>	N/A	<b>Grade</b>	19

### Purpose of the Role

The Investigation and Enforcement team respond to the most serious and complex cases where registered providers are not, or may not be, compliant with the regulatory standards.

Reporting to the Assistant Director Investigation and Enforcement, the role is focused on dealing with the most serious and complex cases where registered providers are not or may not be compliant with regulatory standards. The postholder will lead on a range of casework, across the economic standards, being responsible for developing the strategy for resolution, dealing directly with the provider, advisors and funders and co-ordinating a team to deal with all aspects of a case to drive change within an organisation. A detailed and broad understanding of registered providers and aspects of corporate governance will also be required.

The postholder will also contribute to developing regulatory strategy, policy and processes across the directorate.

### Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Devise, co-ordinate, and implement effective strategies for organisational rescue and support, for the resolution of serious and complex cases of underperforming Registered Providers, in support of the RSH's overall regulatory responsibilities and statutory objectives.
2. Act as the operational lead managing the most serious cases, across the regulatory standards, responsible for leading the cross functional team and also advising and supporting the Regulatory Operations team on other cases.
3. Support the Assistant Director Investigation and Enforcement in ensuring that the RSH's regulatory, investigatory, enforcement and general powers are used in a proportionate, consistent, transparent and accountable way, so as to be robust and able to withstand potential challenge.
4. Provide advice and analysis necessary for the successful resolution of serious cases by developing and implementing effective strategies for organisational rescue and support, across the full range of Registered Providers.
5. Analyse and evaluate information about registered provider performance arising from: regulatory assessments; allegations; whistle blowing; referrals of serious systemic issues from external bodies; and fraudulent activity to determine an appropriate regulatory response. Ensure that effective strategies for handling these cases are established and implemented and assist in achieving consistent standards of application across the RSH.
6. Propose the use of the RSH's regulatory, investigatory, enforcement and general powers to assist in the resolution of cases and manage the process of using those powers effectively, ensuring their application is consistent with the legislation which governs our work. This will include taking a leading role in commissioning and managing investigations, inspections and statutory inquiries, and in implementing and managing any further statutory actions arising from them.

## Main Duties and Key Accountabilities of the jobholder

7. Represent the RSH in a professional manner with stakeholders, including for example Boards and Executive Teams of registered providers and their advisors, to support the resolution of non-compliant casework.
8. Supporting, and where directed, taking a lead on the management of consumer regulation casework to provide assurance that casework is being handled in accordance with casework procedures and in line with the agreed strategy.
9. Using expert knowledge of our non-compliant casework processes, develop and maintain policies, procedures and guidance on the use of the RSH's powers, investigation and enforcement, and on the effective resolution of performance failures in registered providers
10. Act as specialist in investigation and enforcement policy and practice, and provide relevant advice, guidance and training to others, both internally and externally, to assist them in discharging their responsibilities.
11. 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 externally.
12. Provide timely and effective reports to Executive and Board on all major cases of underperforming landlords as required.
13. Contribute to the quality assurance processes within the directorate for regulatory judgements providing effective challenge and assurance.
14. Represent the RSH on investigation and enforcement strategy, policy and procedural issues to external bodies as required.
15. Work across functional teams across the RSH to ensure that RSH's objectives are delivered in a cohesive, collaborative and joined up way.
16. Deliver cross functional RSH projects in line with the RSH's corporate objectives as required.
17. 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 and their professional advisors to deal with areas of potential or actual non-compliance with standards relating to complex and in-depth financial viability and governance issues.
- Funders, consultants and other professional advisors.
- External legal advisors
- Other regulators and statutory bodies

### Internal Relationships:

- Regulation Board & Regulation Executive to update and discuss complex casework.
- Regulation Staff particularly in operations where joint teams will work together on serious cases.
- In house legal team
- Referrals and Regulatory Enquiries Team

## Core job skills

### Qualifications:

- Strong reasoning and analytical skills, which may be demonstrated through either a degree level education or relevant experience.
- Experience of delivering results in a governance, financial or regulatory environment.

## Core job skills

### Knowledge, Skills & Experience:

- Experience of influencing the management and implementation of change at both board and senior executive levels in a regulatory or business environment.
- Sound financial awareness and understanding of financial regulation and financial management.
- Understanding of the overall strategy, operations and key processes of registered providers, particularly in the areas of governance, management and financial control.
- Understanding of the principles of risk management, and of the risk environment in which registered providers operate, including the ability to evaluate how organisations have applied the principles of risk management in their operations.
- Strong analytical and evaluation skills, drawing conclusions and exercising sound judgment from a wide range of material on housing or other business performance to reach robust and evidence-based conclusions.
- Knowledge of the legal and governance framework in which the RSH operates as regulator, and of its accountabilities to Government and other stakeholders.
- Experience of managing relationships at Board and Executive levels with authority and credibility.
- Knowledge of risk management and the principles of corporate governance
- Working experience of applying investigatory techniques and methodology across a range of scenarios.
- 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 those decisions to stakeholders.
- Experience of management and leadership with a proven ability to achieve results in a dispersed management environment.

### 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.