

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Regulatory Engagement Manager	Directorate	Operations
Reports To	Senior REM	Section	
Post Reference		Grade	17

Purpose of the Role

The Regulatory Engagement Manager (REM) role will be responsible for delivering frontline regulation. Depending on the type of registered provider – Private or Local Authority – the REM will work with registered providers to gain assurance of compliance with the regulatory standards.

The REM's role is to deliver effective engagement for an assigned portfolio of registered providers. The role will support the Senior REM in our engagement with registered providers, carrying out assessments/inspections and investigations to obtain assurance of compliance with the standards.

The REM will carry out both planned and responsive assessments/inspections of registered providers. The REM will work within a team to gather evidence of the provider's compliance. They will analyse the evidence to reach views on the level of assurance we have on standard compliance and make recommendations for regulatory judgements. Where the regulator identifies that improvements are required to support continued compliance, the REM will work with the team to design follow-up regulatory interventions and then work with the provider to ensure improvements are delivered effectively.

The REM will work with Regulation Support officers to co-ordinate and monitor the delivery of work. The REM may also have responsibility for managing a small team of Regulation Support Officers.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Deliver effective regulation for an assigned portfolio of registered providers, 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 maintain regulatory relationships with an assigned portfolio of registered providers. In doing so, obtain evidence and assurance that providers are well-governed considering financial viability and are accountable for delivering effective landlord services to their tenants.
3. Deliver planned and responsive regulatory assessments/inspections, investigations and follow-up engagement of providers, the focus including (but not solely) on governance, service outcomes, accountability and value for money.

Main Duties:

4. Working with Senior REMs and across the team, carry out regulation of an assigned portfolio of registered providers across our regulatory standards. That will include carrying out planned [assessments/inspections] in line with our inspection plan as well as responsive investigations as necessary.

Main Duties and Key Accountabilities of the jobholder

5. Working with the Regulation Support Officer, carry out assessments of reactive referrals and recommend the next steps for our engagement with the registered provider. Work with senior regulators to carry out follow up engagement as appropriate.
6. Considering the evidence obtained through regulatory engagement, carry out analysis and work with senior regulators to reach a view on the level of assurance we have on registered providers' compliance with the regulatory standards and make recommendations on judgements and further engagement to senior staff.
7. Where the regulator identifies that providers must improve to support continued compliance with the regulatory standards, working with providers to ensure a remediation plan is implemented effectively and improvements are delivered.
8. Being transparent about our regulatory conclusions across wide range of stakeholders. This includes drafting regulatory judgement documents for publication, as well as responding to referrals and enquiries from stakeholders explaining our regulatory decisions.
9. Working with, and participation in, advisory and responsive engagement panels to make regulatory recommendations and to ensure consistency in regulatory approaches and outcomes.
10. Ensuring that corporate approaches to quality assurance and control are consistently applied and that all outputs meet agreed quality and service standards. Use casework and regulatory engagement on agreed cases to ensure that any learning is applied to the continuous improvement of our regulation.
11. Ensure accurate and timely recording of decisions to enable effective evidencing of the outputs and outcomes of the Operations Directorate's work.

Working Relationships and Contacts

External Relationships:

- Board and local authority elected members, executive teams and staff of registered providers
- Tenants and tenant representatives
- Other bodies and regulators including the Housing Ombudsman and the Building Safety Regulator to deal with overlapping areas of interest.

Internal Relationships:

- Regulation colleagues as a key member of the Regulatory Engagement Directorate responsible for the delivery of effective regulation.
- RSH staff outside of the Operations Directorate to support the delivery of joint initiatives and provide advice and support where there are recognised interdependencies.
- Advisory and Responsive Engagement Decision panel members
- Regulation Executive team members

Core job skills

Knowledge, skills and experience

- A sound 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.

Core job skills

- Detailed knowledge of the housing sector including the operating and policy context of registered providers, their operational activities and the regulatory landscape
- Experience of delivering results in a regulatory, financial 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
- Strong analytical and evaluation skills, with ability to exercise sound professional judgement and reach conclusions
- Experience of managing credible relationships with providers at senior levels
- Experience of handling complex and contentious issues with stakeholders in a tactful but robust manner
- Strong oral and written communication skills effective for a wide range of audiences
- An ability to manage a wide portfolio of work, working to competing deadlines and take 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
- Able to meet targets, working to service and quality standards

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.