

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Regulatory Support Officer	Directorate	Regulatory Engagement
Reports To	Regulatory Engagement Manager	Section	
Post Reference		Grade	15

Purpose of the Role

The Regulation Support role is responsible for supporting the delivery of frontline regulation. Depending on the type of registered provider – Private or Local Authority – the Regulatory Support Officer (RSO) will support our work with registered providers to gain assurance of compliance with the regulatory standards.

The RSO will support the Regulatory Engagement Manager (REM) in the delivery of effective engagement with registered providers. The role will carry out analysis to support regulatory inspections of registered providers and, where the regulator identifies improvements are needed to support continued compliance, the RSO will support the REM in the design of follow up interventions and provider engagement.

The RSO role may include engagement with specific registered provider(s) for governance and/or consumer engagement where there is less complexity and/or scale of operations. Across the team's wider portfolio, the RSO will work with the REM in considering responsive engagement referrals and casework, including co-ordination, monitoring of this work, and undertaking less complex casework arising from referrals.

The RSO will also assist the REM to co-ordinate and monitor the delivery of the Regulator's planned programme of regulatory inspections and responsive work and project manage IDAs.

Main Duties and Key Accountabilities of the jobholder
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Key Accountabilities:

1. Support the regulatory engagement manager (REM) and Senior REM in delivering effective regulation for assigned providers and for allocated responsive 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 and those with active casework. In doing so, carry out analysis and engagement to support the obtaining of evidence and assurance that providers are well-governed, financially viable and are accountable for delivering effective landlord services to their tenants.
3. Support the delivery of planned and responsive regulatory inspections, investigations and follow up engagement of providers, that focus on, but not solely, governance, service outcomes, accountability and value for money.

Main Duties:

4. Working with the REMs and across the teams, support the programming, coordination and delivery of planned regulatory inspections to gain assurance of compliance with regulatory standards. That will include carrying out analysis and engagement to support recommendations on judgements and further engagement.

Main Duties and Key Accountabilities of the jobholder

5. Where the regulator identifies that registered providers must improve to ensure continued compliance with the regulatory standards, supporting the regulator's intervention work to gain assurance that improvements are delivered.
6. Carrying out initial assessments on responsive referrals and issues triaged to the portfolio team, recommending next steps and escalating where appropriate, on a risk basis. Supporting the REMs and senior REMs in the follow up assessments and engagement as appropriate. Take responsibility for the co-ordination and monitoring of allocated cases.
7. Being transparent about our regulatory conclusions across a wider range of stakeholders. This includes supporting the REM 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 advisory and responsive engagement panels to ensure consistency in regulatory approach and outcomes, including drafting and presenting papers on less complex casework.
9. Analysing RP data returns such as FFR/FVA return supplementary information, Tenant Satisfaction Measures, and other sources of intelligence including referrals, complaints, and tenant feedback to prioritise regulatory engagement and obtain evidence assurance of compliance with the regulatory standards.
10. Taking direction from the REMs, ensure that workload is prioritised based on the risk profile of the provider, casework and established work programmes.
11. Ensuring that corporate approaches to quality assurance and control are consistently applied and that all outputs meet agreed quality standards. Using casework and regulatory engagement on agreed cases to ensure that any learning is applied to the continuous improvement of our regulation.
12. Ensuring accurate and timely recording of decisions, and project monitoring information relating to regulatory tasks, to agreed quality standards to enable effective evidencing of the outputs and outcomes of the Regulatory Engagement Directorate's work.

Working Relationships and Contacts

External Relationships:

- Registered providers and wider stakeholders as appropriate.

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 Regulatory Engagement Directorate to support the delivery of joint initiatives where there are recognised interdependencies.
- Advisory and Responsive Engagement Decision panel members

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.

Role Requirements

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
- 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