

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Senior Regulatory Engagement Manager	Directorate	Regulatory Engagement
Reports To	Assistant Director Regulatory Engagement	Section	Regulatory Engagement
Post Reference		Grade	19

Purpose of the Role

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

The SREM leads a team of regulators to deliver effective regulation for an assigned portfolio of Registered Providers and ensures that RSH's regulatory, investigatory, and general powers are used in a timely, proportionate, risk-based, consistent, transparent and accountable way. The SREM will support the ADRE in ensuring the regulatory strategies, 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 primary purpose is to gain assurance that the RSH's Standards are being met, and that their work promotes effective governance outcomes, including the management of material risks, good service delivery outcomes and transparency and accountability.

The SREM leads planned and responsive engagement on the largest providers and on cases where there are serious or complex issues including where a registered provider's regulatory grading has the potential of moving from compliant to non-compliant. As well as direct engagement, the SREM will oversee, support and advise colleagues as they deliver a varied caseload of responsive and planned provider engagement.

The SREM 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.

In common with other roles at this level within the organisation, the post holder will be expected to play an active role in corporate projects and act as leader within the regulator.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. Develop, lead and oversee a programme of planned regulatory engagement with an assigned portfolio of providers with the objective of gaining sufficient evidence and assurance on compliance with all regulatory standards. Ensure a proportionate and risk-based approach is taken in line with corporate policies and procedures, and to agreed service and quality standards.

Main Duties and Key Accountabilities of the jobholder

2. Ensure effective responsive regulation of an assigned portfolio of providers, including those who are or have potential to be non-compliant with regulatory standards ensuring that timely, effective and proportionate case resolution is achieved.
3. Contribute specialist experience and expertise to support the development of the regulatory approach and to build capacity within the Regulatory Engagement directorate.
4. Lead the management of teams 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. And that corporate approaches to performance management, staff development and talent management are consistently applied across the team.

Main Duties:

1. Develop, lead and oversee the delivery of a programme of high-quality planned regulatory engagement, assessments and inspections which is joined up, risk-based and focused on ensuring compliance with all standards.
2. Develop and implement strategies for engagement with providers for the effective resolution of cases of underperforming landlords. Including proposing the use of the RSH's regulatory, investigatory, and general powers to assist in the resolution of cases and manage the process of using those powers effectively.
3. To act as the operational lead or support in managing cases arising from non-compliance, engaging directly where required and undertaking this in line with the corporately agreed regulatory approach. Ensuring accurate and timely recording of evidence to support regulatory decisions
4. Act as a senior operational interface between RSH and designated providers ensuring that key regulatory issues, in particular those related to governance and consumer concerns reach a satisfactory conclusion
5. 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.
6. Ensure regulatory programme management and monitoring information is timely and up to and to agreed quality standards.
7. 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 and lessons learnt are shared and understood across regulatory engagement.
8. Work in partnership with I&E team as appropriate to ensure a coordinated and consistent approach to providers where there are serious issues of non-compliance and it has been judged that the provider is unwilling or incapable of resolving its non-compliance.
9. Support the management and ongoing development and contribute to the corporate priorities of the RSH. 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

Main Duties and Key Accountabilities of the jobholder

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, Executive Teams and other staff of registered providers to challenge performance and discuss areas of potential or actual non-compliance with standards and in-depth financial viability and governance issues.
- Funders, consultants and other professional advisors
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Internal Relationships:

- Senior staff across the Regulatory Engagement directorate
- Regulation staff as a member of the Regulation Leadership team
- In house legal team
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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.

Knowledge, Skills & Experience:

- Understanding of the overall strategy, operations and key processes of registered providers, particularly in the areas of governance, risk management, service delivery and financial control.
- Experience of managing relationships at senior/Board/Executive levels with authority and credibility.
- 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 modern regulation as represented by the co-regulatory approach.
- Experience of people and programme management with a proven ability to inspire staff and leading a dispersed team to deliver, within a matrix management approach.
- A track record of delivering results in a regulatory, financial or assurance-based environment.
- 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 the 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 the RSH Data Protection Policies and adhere to the RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected