

REGULATOR OF SOCIAL HOUSING ROLE PROFILE

Role	Head of Regulatory Assurance	Directorate	Regulatory Engagement
Reports To	Assistant Director Assurance and Business Improvement	Section	Assurance and Business Improvement
Post Reference		Grade	19

Purpose of the Role

The Head of Regulatory Assurance (HRA) reports to the Assistant Director, Assurance and Business Improvement and has three main areas of responsibility.

The HRA is responsible for the set up and effective management of a robust quality assurance system that effectively brings together the evidence and analysis the Regulator has on compliance with the standards and provides assurance that regulatory activity has been performed effectively and meets internal quality requirements.

The HRA is responsible for maintaining and supporting the regulatory assurance framework, including reporting to Executive and Board as appropriate. This includes assessing the level of regulatory assurance required, identifying where there are gaps against the agreed corporate appetite, and reporting on the extent to which requirements have been met.

This a leadership position that is also responsible for leading and/or contributing to strategic projects that support the ongoing development of RSH's regulatory approach, bringing a focus on regulatory assurance and continuous business improvement to those projects. This may include leading reviews of lessons learned, as well as consideration of new and emerging regulatory requirements, and areas where we may want to strengthen our regulatory assurance.

The HRA is a collaborative role, working to promote effective knowledge management to help maximise our use of resources and facilitate calibration of decisions, as well as leading and supporting knowledge sharing and on-going training to support rigorous decision making and capacity building.

Main Duties and Key Accountabilities of the jobholder
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Key Accountabilities:

1. Oversee and develop the regulatory assurance framework, the external statement of the regulatory approach ('Regulating the Standards') and associated internal advice and guidance.
2. Identify and report on regulatory assurance gathered to deliver the Regulator's objectives and operational policies, identifying where there are shortfalls against agreed requirements.
3. Ensure the delivery of a coherent system for quality assurance of regulatory activities and decisions that is fit for purpose, avoids unnecessary duplication, dovetails with quality control systems and delivers the required corporate assurance.
4. Ensure that regulatory assurance knowledge is effectively compiled and shared across the organisation.
5. Support the production of high quality and timely regulatory judgements.
6. Support continuous business improvement by identifying opportunities for, and contributing to, the ongoing development of our regulatory approach to deliver the necessary regulatory assurance.

Main Duties and Key Accountabilities of the jobholder

Main Duties:

1. To ensure that Regulator has an effective, high quality and proportionate risk based approach to gathering regulatory assurance through analysis and engagement with registered providers.
2. To ensure that the Regulator's operational approaches and processes reflect agreed strategic priorities, including changes to the regulatory framework.
3. To manage and maintain the regulatory assurance framework, contributing to proposals for gathering regulatory assurance, and reporting on the regulatory assurance gathered across the Regulator.
4. Produce and maintain internal guidance for staff on our regulatory approaches, and develop and deliver associated training.
5. Develop and maintain quality assurance (including a programme of regulatory assurance reviews prior to publication of new regulatory judgements), ensuring that it aligns with the regulatory model.
6. Ensure narrative regulatory judgements and notices meet corporate requirements.
7. Produce periodic summary learning from the quality assurance process and use this to inform the development of our regulatory approaches.
8. Scope and deliver reviews to identify lessons learned, as required.
9. Lead and/or contribute to a range of strategic projects that support RSH's strategic development and the ongoing development of our regulatory approach, such as consideration of new and emerging regulatory requirements, and areas where we may want to strengthen our regulatory assurance.
10. Lead and manage staff in the team, ensuring appropriate use of skills, knowledge and experience and consistently applying corporate policies and procedures in relation to performance management, staff development and talent management.
11. Ensure that the priorities contained in the corporate plan as they relate to the work of the team are delivered consistently and to the agreed quality standards.
12. Support the management and ongoing organisational development of the Regulator.

Working Relationships and Contacts

External Relationships:

- The role is primarily internally focused, but also plays a key role in maintaining the confidence of key external stakeholders such as registered providers, lenders and Government in the consistency and quality of published regulatory judgements.

Internal Relationships:

- Executive and Board.
- Relevant internal governance panels and boards.
- Members of the regulatory assurance team, and members of the wider Assistant Director Assurance team.

- Collaborative working with colleagues across the organisation, and as a leader, modelling exemplar behaviours for others to follow.

Core Job Skills

Qualifications, Knowledge, Skills and Experience

- Educated to degree level or with equivalent experience and have a strong track record of applied strategic thinking capability.
- A strong track record of delivering results in a regulatory, financial, legal or assurance-based environment.
- Ability to digest a wide range of complex material, including financial information, and produce written and oral briefing that draws out the key issues.
- Good organisational skills, and the ability to draw up and effectively deliver complex programmes of work factoring in a number of dependencies.
- First class oral and written communication skills effective for a wide range of audiences.
- A good understanding of the co-regulatory approach taken by RSH.
- An understanding of the principles of consumer and financial regulation, risk management and good corporate governance.
- Strong management skills with a proven ability to inspire staff and lead a team to deliver.
- Excellent communications skills, able to work across team boundaries in a constructive and collaborative way.
- A strong awareness and understanding of the key current policy issues affecting social housing and its regulation in England.

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